



# Innovator Home Program Launch Webinar

ISMP Canada LTC Faculty

May 8th, 2024

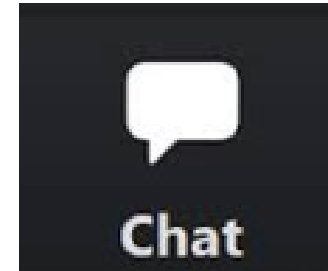
Strengthening Medication Safety in Long-Term Care





# Zoom Meeting Platform

- Maximize the Zoom window
- Set appropriate volume



**MEETING IS RECORDED**

Recording will be available on ISMP Canada Website



# Land Acknowledgement

We acknowledge we are hosted on the lands of the Mississaugas of the Anishinaabe, the Haudenosaunee Confederacy and the Wendat. We also recognize the enduring presence of all First Nations, Métis and the Inuit peoples.<sup>1</sup> We are grateful to live, work and play on this land and we want to contribute to the implementation of the Truth and Reconciliation Commission's eight health-related Calls to Action.

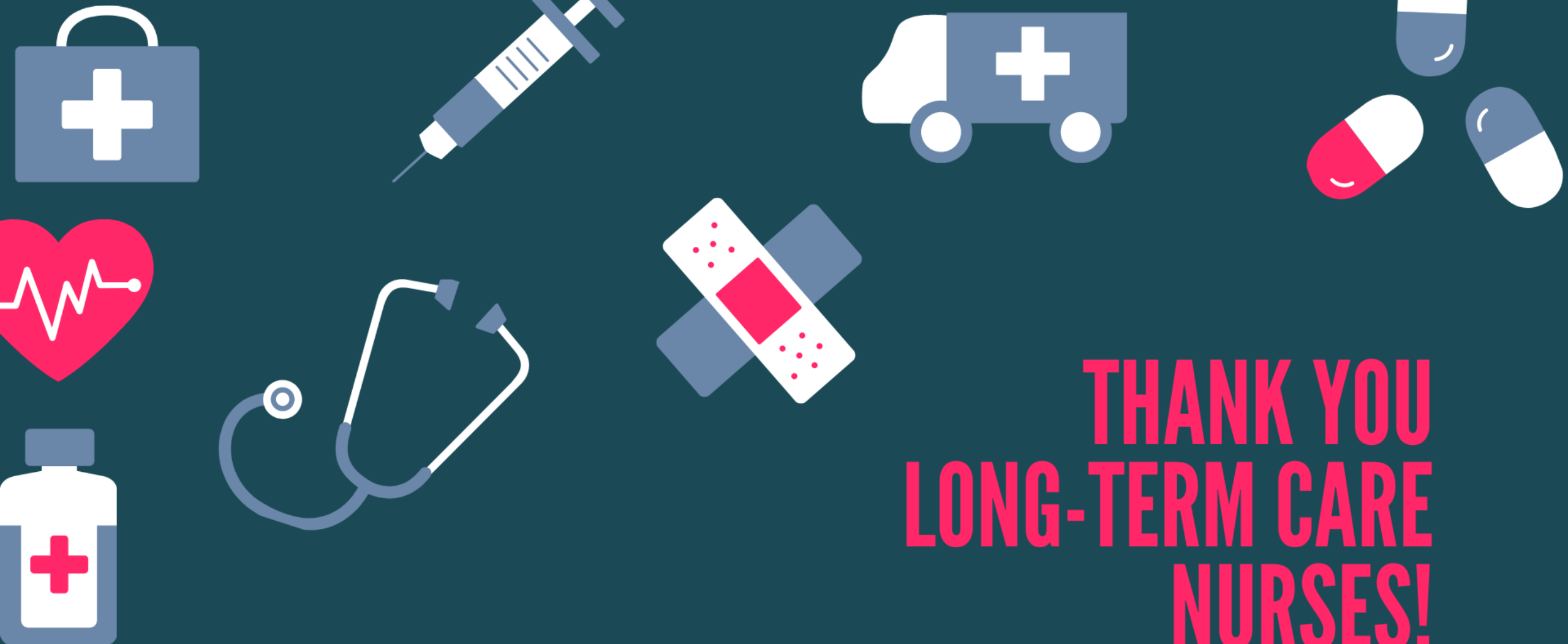
Nous tenons à souligner que nous sommes accueillis sur le territoire traditionnel des Mississaugas, des Anichinabés, des Haudenosaunees et des Wendats. Nous voulons également reconnaître la pérennité de la présence des Premières Nations, des Métis et des Inuits. Nous sommes reconnaissants de vivre, de travailler et de jouer sur ce territoire et nous voulons contribuer à la mise en œuvre des huit appels à l'action de la Commission de vérité et de réconciliation en matière de santé.

Find your land acknowledgement at <https://native-land.ca/>

<sup>1</sup> <https://www.tdsb.on.ca/Community/Indigenous-Education/Resources/Land-Acknowledgement>



Welcome



# THANK YOU LONG-TERM CARE NURSES!

It's National Nursing Week!  
Thank you for your dedication and  
commitment to medication and  
patient safety.



## A Trusted Partner

Strengthening medication safety through timely learning, sharing, and acting to improve health care.

ISMP Canada is a national, independent, not-for-profit organization that purposefully partners with organizations, practitioners, consumers, and caregivers to advance medication safety in all healthcare settings.



For over 20 years...





Through our continuing partnership with the Ministry of Long-Term Care, ISMP Canada is pleased to announce the launch of the next phase in the *Strengthening Medication Safety in Long-Term Care* initiative!



# Greetings

**Lori Coleman**  
**Director,**

Long Term Care Response Branch, Long Term Care Policy Division,  
Ministry of Long-Term Care





**Thank you for becoming Innovator Homes and working to improve medication safety for your Residents & Families!**

Through this program, all participating Homes will increase their awareness and understanding of the safety of their medication management processes.

In addition, there will also be improvements in the local capability and capacity to implement quality improvement projects!



# Overview

Goals and Approach

5 Key Components of the Program

Innovator Home Program Requirements

Feedback and Advice: Trailblazer Homes Transitioning to Innovator Homes!



# Objective

The overall aim of the initiative is to strengthen medication management by providing support (tools, training, and education) to LTC homes in order to **reduce the risk of adverse outcomes for LTC residents**



# Outcomes

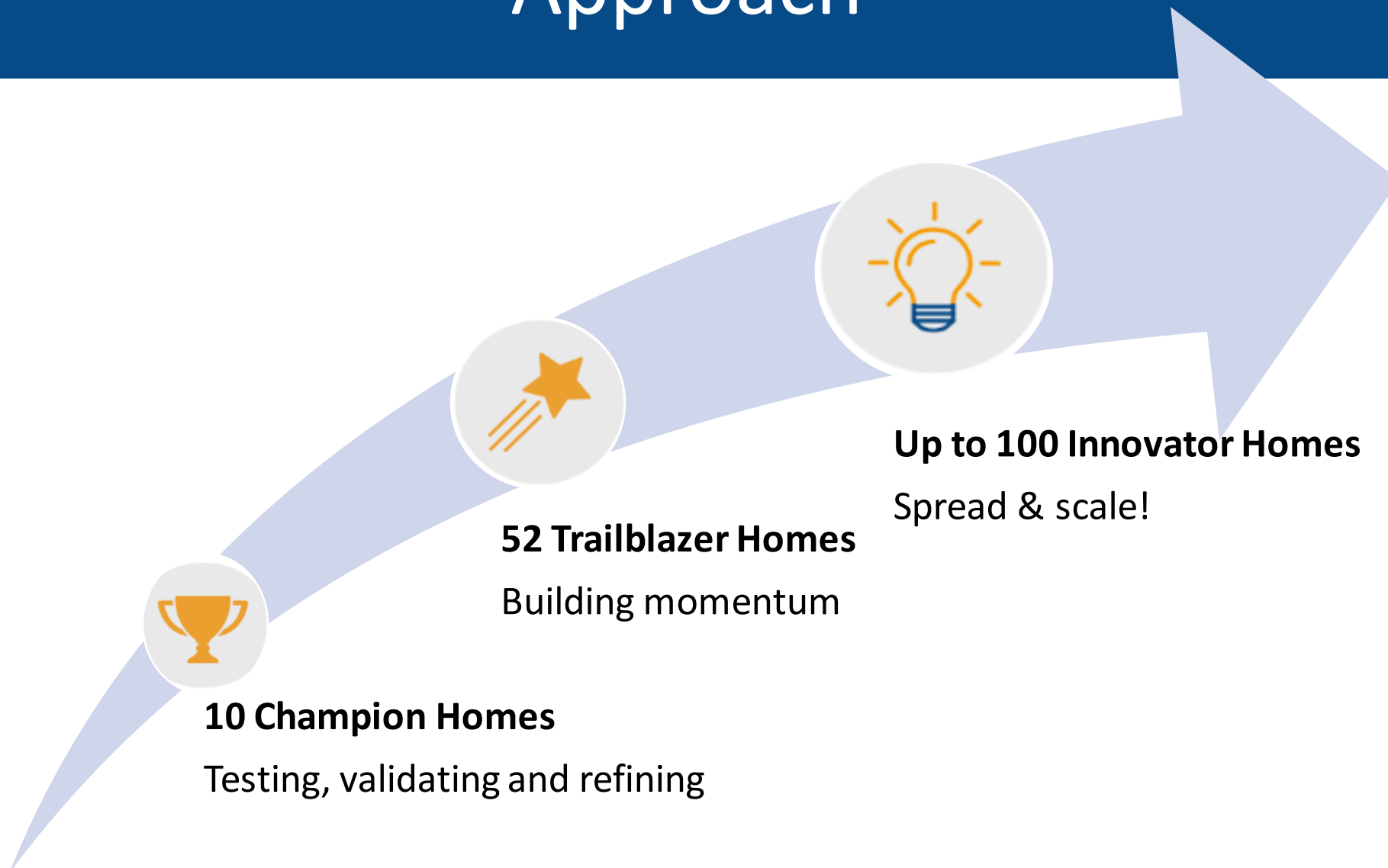
Improve safety of LTC medication management systems and reduce the risk of adverse outcomes for residents due to medication errors and incidents.

Including:

- Reduce the number of adverse events such as falls and hospitalizations
- Reduce the risk of medication errors in handoffs in care
- Reduce the number of medication errors and incidents



# Approach



**10 Champion Homes**  
Testing, validating and refining



**52 Trailblazer Homes**  
Building momentum



**Up to 100 Innovator Homes**  
Spread & scale!



# Targeted tools, education, facilitation and coaching across 5 areas



For more information:

<https://ismpcanada.ca/resource/ltc/>



# Approach: 6-Month Program

MSSA-LTC & Medication  
Safety Indicators  
Quality Improvement Skills  
Incident Analysis Skills

Resident & Family  
Engagement Self-Assessment  
MedRec Quality Audit Self-  
Assessment  
Submission of Indicator Data  
Submission of an Incident  
Analysis Self-Assessment

Implementation of one  
Med Safety QI Project  
to address a priority at  
your Home!

Safe Medication Management Capability and Capacity



# ISMP Canada Faculty



**Carolyn Hoffman,**  
RN, BScN, MN,  
CEO



**Dr. Michael Hamilton,**  
BSc, BEd, MD, MPH, CCFP,  
Medical Director



**Melissa Sheldrick, BA Soc,**  
MSc Ed, Patient and  
Family Advisor



**Alice Watt, RPh, BScPhm**  
Senior Medication Safety  
Specialist



**Rajiv Rampersaud, RPh,**  
Pharm D, Medication  
Safety Specialist



**Anurag Pandey, MAsc,**  
Quality Improvement Consultant



**Ali Shahzada, MEng, LSSMB**  
Quality Improvement Consultant



**Christina Jeong, RN, BScN, GNC(C)**  
Project Manager



**Dr. Andrea Moser MD, MSc, CCFP**  
(COE), FCFP, CMD  
Medical Advisor

Strengthening Med Safety in Long-Term Care





# Measuring and Evaluating Medication Safety



Strengthening Med Safety in Long-Term Care





# Measurement

## Why Measure?

- Understand to what degree we are meeting our targets for safety and quality
- Identify elements of care we do well
- Highlight areas of care where more work needs to be done
- Monitor progress of a safety or quality initiative

## What do we use to measure?

- Indicators are the items or elements of a process that we measure.



# Core Indicators

There are four core medication safety indicators that will provide you with an evaluation and understanding of the safety and effectiveness of your medication-related processes.



# Core Indicators

**1. Monthly medication incident data beginning January 1, 2024, and ongoing, classifying them according to one of four categories.**

- i. Near miss
- ii. No harm
- iii. Harm
- iv. Death

- Incident data can be obtained from your incident records or reporting platform, your Pharmacy Service Provider, and from Leadership of the Home.

**Harm** *can be broadly defined as physiologic, social, spiritual, or financial.*

**Near Miss:** *An incident that did not reach the patient, also referred to as a “good catch” or “close call.”*

**No Harm:** *An incident that reached a resident, but no harm resulted.*

**Harm:** *An incident that resulted in harm to the resident.*

**Death:** *An incident that contributes to the death of the resident.*



# Core Indicators

<b>2. Monthly number of incidents that involved high-alert medications.</b>	<ul style="list-style-type: none"><li>• High-Alert Medications are those that carry an increased risk of resident harm when used incorrectly.</li><li>• Typical High-Alert Medications are those referred to in the High-Alert Medications Model Policy, available at: <a href="#">Model Policy 2 for Testing: High-Alert Medications</a> or in ISMP Canada's <a href="#">Canadian High-Alert Medication List</a>.</li></ul>
<b>3. Monthly number of resident transfers to emergency department</b>	<ul style="list-style-type: none"><li>• Although estimates vary, up to 20% of emergency department transfers of residents may be due to harm from medications.<sup>1</sup></li></ul>



# Core Indicators

<p><b>4. Use of Antipsychotics</b></p> <p><b>a. Monthly number of residents with dementia prescribed antipsychotics for any reason</b></p> <p><b>b. Monthly number of residents prescribed antipsychotics without a diagnosis of psychosis</b></p>	<ul style="list-style-type: none"><li>• Antipsychotic use in long-term care homes is a widely endorsed target for improvement, given that in many cases, the risks may outweigh their benefits and is a well-established indicator for monitoring the appropriate prescribing of antipsychotics in long-term care homes.</li></ul>
<p><b>Number of residents in your Home</b></p>	



# Core Indicator Worksheet

Innovator Home Indicator Worksheet Ver 2.0

Home Name: \_\_\_\_\_ Year: 2024

Number of Beds: \_\_\_\_\_

Medication Incidents					Other Indicators					
Month	No Harm	Near Miss	Harm	Death	Total	Month	Number of incidents that involved high-alert medications (refer to your organization's high alert medication list)	Number of resident transfers to emergency department	Monthly number of residents with dementia prescribed antipsychotics for any reason	Monthly number of residents prescribed antipsychotics without a diagnosis of psychosis
Jan	8	4	5	4	21	Jan	9	7	9	6
Feb	4	7	1	8	20	Feb	10	7	2	10
Mar	9	9	2	0	20	Mar	3	8	7	1
Apr	5	9	2	10	26	Apr	10	6	2	3
May	0	10	4	2	16	May	2	5	6	9
Jun	4	0	4	10	18	Jun	7	5	6	4
Jul	4	3	4	9	20	Jul	6	5	6	4
Aug	9	9	7	7	32	Aug	2	4	3	2
Sep	5	7	8	9	29	Sep	2	9	3	3
Oct	2	0	5	9	16	Oct	5	10	4	10
Nov	8	3	6	10	27	Nov	9	6	3	7
Dec	6	8	2	4	20	Dec	3	10	7	9

**Medication Incidents**

**Medication Safety Indicators**





# Medication Safety Self-Assessment for Long-Term Care (MSSA-LTC)



Medication Safety  
Self-Assessment® for  
Long-Term Care

Canadian Version III



Strengthening Med Safety in  
Long-Term Care

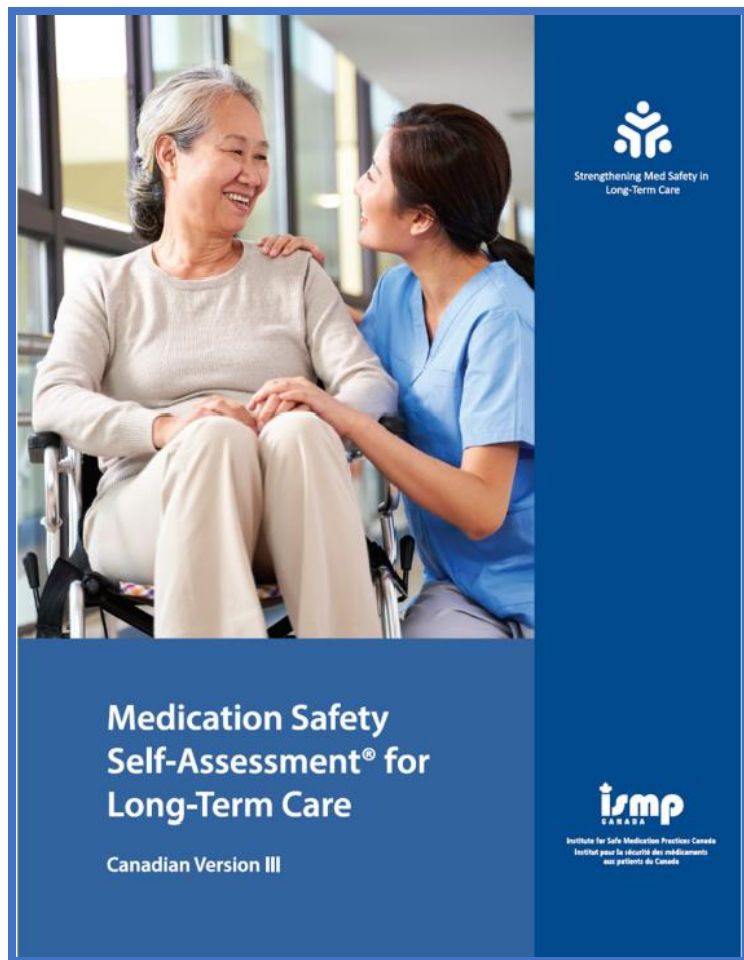


Institute for Safe Medication Practices Canada  
Institut pour la sécurité des médicaments  
aux patients du Canada





# MSSA-LTC



## MSSA-LTC – Canadian Version III

- Launched in 2021
- Self-assessment tool used to evaluate safety of medication management systems in long-term care homes

### Purpose:

- Create a **baseline** measurement
- Identify **opportunities for improvement**
- Monitor **progress** over time



# MSSA-LTC

- Includes 176 items divided into 18 “Key Element” sections
- Completed by interdisciplinary team
- Results are submitted into an online portal
- **User Guide:** <https://www.ismp-canada.org/download/LTC/MSSA-LTC-User-Guide-27Jul2021.pdf>

## Section A: General .....

- I. Resident and Family Engagement and Partnership.....
- II. Care Team.....
- III. Communication of Medication Information.....
- IV. Medication Therapy Monitoring.....
- V. Medication Labelling.....
- VI. Medication Storage and Distribution.....
- VII. Medication Administration.....
- VIII. Medication System Technology.....
- IX. Medication Devices.....
- X. Work Environment.....
- XI. Quality Improvement and Risk Management.....

## Section B: High-Alert Medications .....

- XII. General Strategies for Safety with High-Alert Medications.....
- XIII. Anticoagulants.....
- XIV. Insulin.....
- XV. Methotrexate for Non-Oncologic Use.....
- XVI. Opioids.....
- XVII. Oral Anti-Cancer Drugs (Chemotherapy).....
- XVIII. Parenteral Infusions.....



# MSSA-LTC – Results

April 2024 ▼

[View Assessment](#)

[Print Results](#)

[Export Own Results](#)

[Graph Results](#)

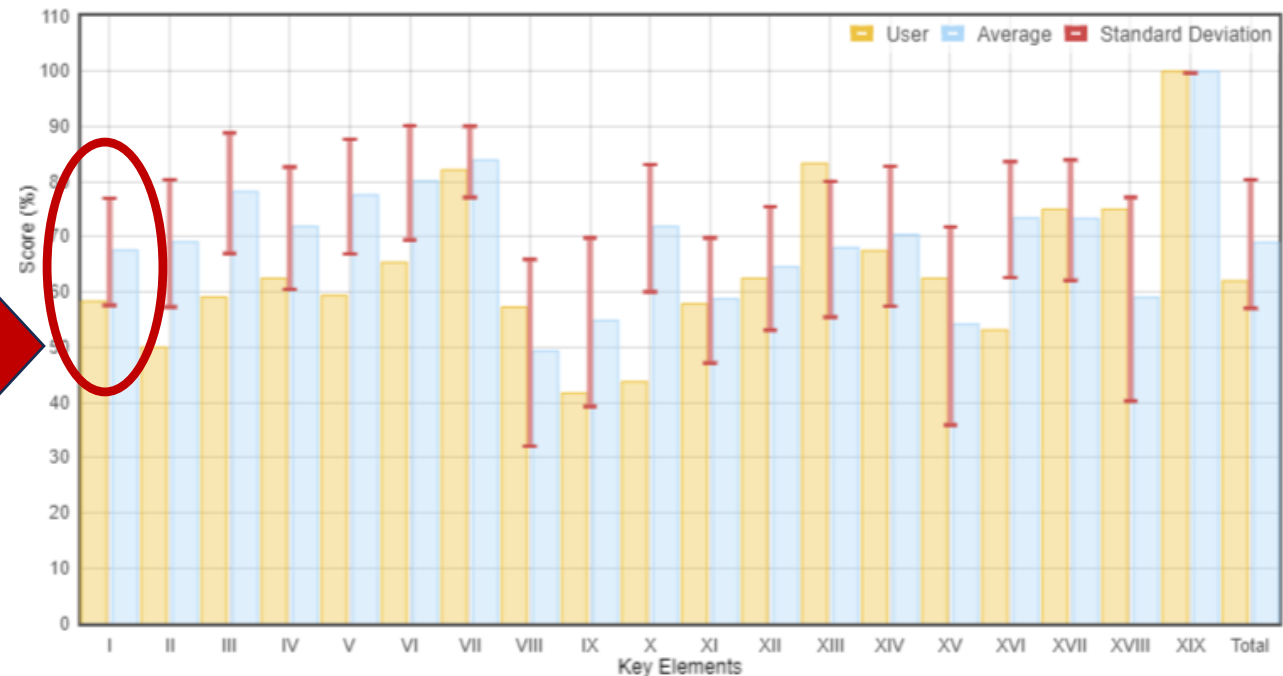


Use Graphs to identify:

- Key Elements below the average aggregate
- Core characteristics below the average aggregate
- High-priority areas and self-assessment items



Key Elements (n=6)





# MSSA-LTC – Worksheet

## Appendix: Innovator Home Workbook

### Appendix A: MSSA-LTC Worksheet

Please complete this form and return to ISMP Canada at [LTC@ismpcanada.ca](mailto:LTC@ismpcanada.ca) by July 17, 2024

Ensure completion of the following items for your Home's MSSA-LTC results:

- Submit MSSA-LTC results into the online portal
- Print and/or save a copy of the MSSA-LTC results (e.g., save as PDF file)
- Share copies of the MSSA-LTC results with relevant team members to support further analysis of the results

Reflect on your MSSA-LTC results with Med safety Team to identify opportunities for improvement. To help answer the following questions, use the "Graph Results" tool in the online portal. Note that this graph shows your Home's results in yellow bars, while the aggregate dataset (data from all MSSA-LTC users) is represented by blue bars.

1. Did any Key Element section(s) score below the average of aggregate dataset?

Yes No

If Yes, which Key Element(s)? (If multiple, consider the 3 lowest-scoring).

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2. Did any Core Characteristic section(s) score below the average of aggregate dataset?

Yes No

If Yes, which Core Characteristic(s)? (If multiple, consider the 3 lowest-scoring).

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3. Based on the lowest scoring Key Element and Core Characteristic sections, what are potential opportunities for improvement at your Home? Consider up to 5 areas that are highest priority.

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- An additional survey credit will be provided to Ontario Homes in mid to late June 2024
- Use your most recently completed MSSA-LTC results to complete the Worksheet with your team to identify:
  - Opportunities for improvement
  - An area of focus for your Home's quality improvement project
- Submit your completed MSSA-LTC Worksheet by July 17, 2024





# Improving Resident & Family Engagement in Medication Safety



For more information: <https://ismpcanada.ca/resource/ltc/resident-and-family-engagement/>

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Strengthening Med Safety in Long-Term Care

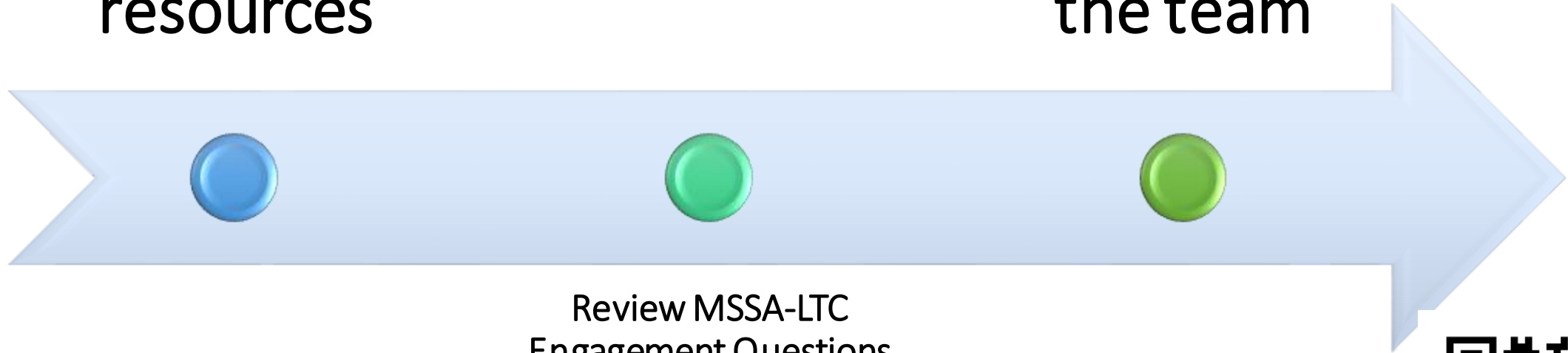




# Resident and Family Engagement Self-Assessment

Examine  
ISMP Canada  
resources

Share  
learning with  
the team



Review MSSA-LTC  
Engagement Questions  
and hear resident and  
family perspectives on  
medication management  
at your home





# Resident and Family Engagement Self-Assessment

Complete this worksheet and return by July 17, 2024.

## ▲ Appendix D: Resident and Family Engagement Self-Assessment

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Please complete this form and return to ISMP Canada by July 17, 2024

1. Our team examined the following resources (check all that apply):

- Toolkit
- Resident and Family Survey
- Video and handout for residents and families

2. Review your MSSA-LTC results in Key Element 1 Core Characteristics 1 & 2 and administer sections of the resident and family engagement survey.

3. What is the highest priority opportunity for improvement in resident and family engagement in medication management at the Home

Briefly describe your answer here:

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# Medication Reconciliation (MedRec) Quality Self-Assessment

Innovator Homes will assess their MedRec Quality processes by...

- ✓ Perform a **MedRec Quality audit of 10 residents** admitted or re-admitted to the Home within the last 6 months
- ✓ **Review your answers** to the relevant MSSA-LTC Questions: 6.8 – 6.12 (inclusive)
- ✓ **Review your MedRec policy** - the ISMP Canada model MedRec [policy](#) is a helpful support for this step
- ✓ Take either the MedRec & BPMH eLearning module (20 minutes) or the full-day MedRec & BPMH virtual facilitated workshop. (at least 1 member of the team)
  
- ✓ **Deadline to submit worksheet Appendix E: July 17th, 2024.**



Learn from the Champion/Trailblazer homes:  
<https://ismpcanada.ca/resource/ltc/home-improvement-stories>

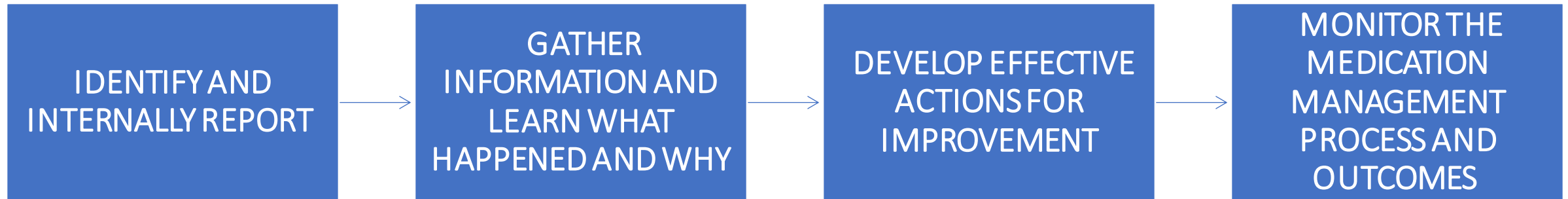




# Why is Incident Analysis Essential for Improving Medication Safety in LTC?

There are many ways that medication issues or incidents can occur in the delivery of long-term care services.

To address this, each Home needs a standardized process to:





# Building Skills for Effective Incident Analysis



- **Step 1 - at least one representative from each Innovator Home will attend the ISMP Canada Incident Analysis for LTC Online Workshop**

**Upcoming Workshop dates:  
May 30, June 6 and June 13**

Canadian Incident Analysis Framework, p. 26



# Incident Analysis Self- Assessment

## Step 2 - Review your answers to the applicable MSSA-LTC Questions

- Are the responses still **accurate**? Where are your **scores 2 or less** (sometimes, rarely or not implemented)?
- Based on your review, what are **most important areas where further work** at the home would be helpful?





# Incident Analysis Self- Assessment

## Step 3 - Consider the following additional questions:

- Can **any staff providing medications and/or prescribers complete** and submit a medication incident form in your home?
- Can your **pharmacist/pharmacy team share** their incident report with the Home when an error at the pharmacy reached a resident?
- Do **staff/prescribers receive feedback** on their incident reports?
- Is it clear what medication incidents will be **further analyzed** and how?





# Incident Analysis Self- Assessment

**Step 5 – Consider all your incident analysis self-assessment findings and finalize your 3 most important areas for improving medication incident reporting and learning at your home**

1. -----
2. -----
3. -----

## Appendix F: Medication Incident Reporting and Learning Self-Assessment

Please complete this form and return to ISMP Canada.

**1. Our team has completed the following (select all applicable).**

- At least one person from the Home has participated in the ISMP Canada Incident Analysis for LTC Workshop (see **Innovator Home Calendar** for dates)
- Reviewed MSSA-LTC Questions: Q1.6, 5.3, 5.4, 8.15, 12.3, 22.6, 22.7, 23.1, 23.2, 23.3, 23.4, 23.6, 23.7, and 24.2; determined if answers are still accurate; and, determined the three highest priority areas where further work would be helpful at the home. Consider those MSSA-LTC responses receiving a score of 2 or less (sometimes, rarely, or not implemented) and other information that you assess as important for your Home.
  - a.
  - b.
  - c.

**2. Answer the following additional questions.**

a. Can any staff providing medications and/or prescribers complete and submit a medication incident form in your home?

**Yes or No** Do you think it would be important to work on this goal?

b. Can your pharmacist/pharmacy team share their incident report when an error at the pharmacy reached a resident?

**Yes or No** Do you think it would be important to work on this goal?

**Complete the Incident Analysis Worksheet and submit all related materials by July 17, 2024**



# Putting it all together

- Use information from the Indicators, the MSSA-LTC results, and the 3 other targeted self-assessments, to finalize a list of key areas of vulnerability/opportunity
- Use this information to plan:
  - Continued investigation
  - Ongoing/additional monitoring
  - Decide on a **priority topic for implementing a QI project at the home**



# Quality Improvement (QI)

**Why is important to follow a structured methodology (the QI method) to make improvements?**

**Without it, we have a tendency to:**

- Jump to default solutions
- Hold "other" teams responsible (Blame game)
- Rely on opinions rather than data

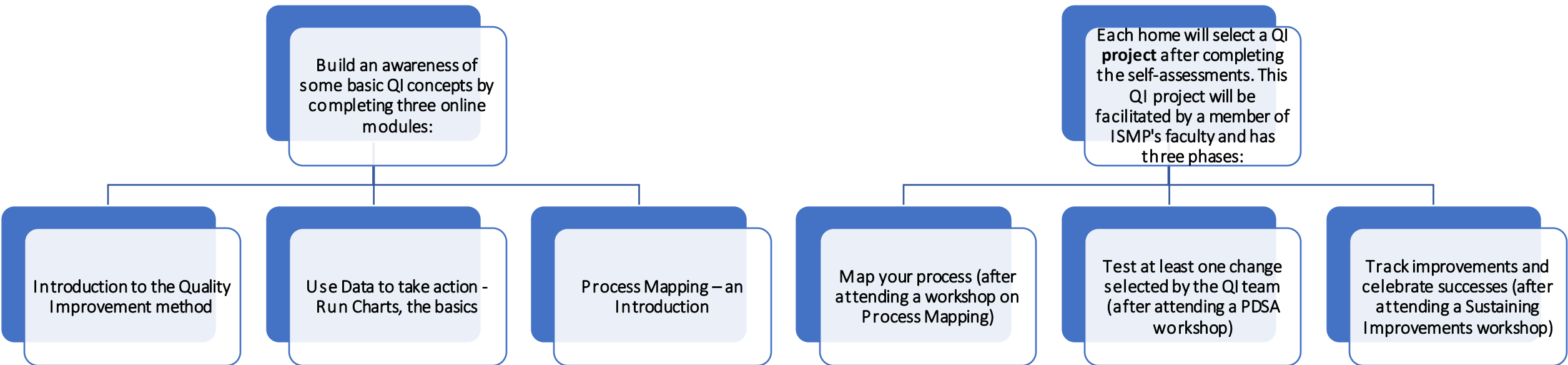
**Elements of Quality Improvement – as a team:**

- Define the issue and set a Goal (SMART criteria)
- Understand the issue (analyze data, map the process, identify improvement opportunities)
- Brainstorm and test solutions
- Make the changes stick





# Quality Improvement (QI)





# Innovator Home Requirements

- Establish a Med Safety Team (if not already in place), including residents and family members.
- Ensure that at least one member of the Med Safety Team attends the free workshops and webinars throughout the 6-month period. Additional Home participants are encouraged.
- Facilitate monthly Med Safety Team meetings at the Home to advance the learn, share, and act activities within the initiative
- Develop, implement, and evaluate a QI project to improve medication safety at the Home



# Innovator Home Program Guide



- Homes will complete the required self-assessments worksheets to help the Home identify important and relevant medication safety opportunities for improvement
- Homes will be provided with Innovator Home Calendar for dates of worksheets submission and workshops
- Innovator Home Program Guide that includes 5 key components of the program, all required self-assessment worksheets, and important dates will be provided to Homes



# Online Innovator Homes Calendar

- Incident Analysis Workshops
- Monthly Sharing and Learning Meeting for Innovator Homes
- Quarterly Provincial Sharing and Learning Webinars
- QI Workshops

## Innovator Home Program Important Dates

Timing	Activities
May 2024	<ul style="list-style-type: none"> <li>✓ Innovator Home Registration Deadline: <b>May 1, 2024</b></li> <li>✓ Innovator Home Program Launch Webinar: <b>May 8, 2024</b></li> <li>✓ Incident Analysis Workshop: <b>May 30, 2024 9AM-3PM</b></li> <li>✓ Complete the core medication safety indicator worksheet (from January 1<sup>st</sup>, 2024, to March 31, 2024.) and submit by <b>May 31, 2024</b></li> </ul>
June 2024	<ul style="list-style-type: none"> <li>✓ Monthly Sharing and Learning Meeting for Innovator Homes: <b>June 5, 2024</b></li> <li>✓ Quarterly Provincial Sharing and Learning Webinars: <b>June 19, 2024</b></li> <li>✓ Incident Analysis Workshop: <b>June 6, 2024 9AM-3PM</b></li> <li>✓ Incident Analysis Workshop: <b>June 13, 2024 9AM-3PM</b></li> </ul>
July 2024	<ul style="list-style-type: none"> <li>✓ Monthly Sharing and Learning Meeting for Innovator Homes: <b>July 3, 2024</b></li> <li>✓ Complete the core medication safety indicator worksheet (from April 1<sup>st</sup>, 2024, to June 30, 2024.) and submit by <b>July 17, 2024</b></li> <li>✓ All self-assessment worksheets to complete and submit by <b>July 17, 2024</b></li> <li>✓ Complete a medication incident analysis and submit by <b>July 17, 2024</b></li> <li>✓ All Homes to select a QI Project by <b>July 31, 2024</b></li> </ul>
August 2024	<ul style="list-style-type: none"> <li>✓ QI Workshop 1: <b>August 7, 2024 1PM-3PM</b></li> <li>✓ QI Workshop 1 Worksheets to be completed and submitted by <b>August 22, 2024</b></li> </ul>
September 2024	<ul style="list-style-type: none"> <li>✓ QI Workshop 2: <b>September 11, 2024 1PM-3PM</b></li> <li>✓ Quarterly Provincial Sharing and Learning Webinars: <b>September 18, 2024</b></li> <li>✓ QI Workshop 2 Worksheets to be completed and submitted by <b>September 19, 2024</b></li> </ul>
October 2024	<ul style="list-style-type: none"> <li>✓ Combined launch webinar for new group of Innovator Homes and final monthly sharing and learning webinar for first group of Innovator Homes: <b>October 3, 2024</b></li> <li>✓ Complete the core medication safety indicator worksheet (from July 1<sup>st</sup>, 2024, to September 30, 2024.) and submit by <b>October 31, 2024</b></li> </ul>
November 2024	<ul style="list-style-type: none"> <li>✓ Monthly Sharing and Learning Meeting for New Innovator Homes: <b>November 6, 2024</b></li> </ul>
December 2024	<ul style="list-style-type: none"> <li>✓ Monthly Sharing and Learning Meeting for Innovator Homes: <b>December 4, 2024</b></li> <li>✓ Quarterly Provincial Sharing and Learning Webinars: <b>December 18, 2024</b></li> </ul>
January 2025	<ul style="list-style-type: none"> <li>✓ Monthly Sharing and Learning Meeting for Innovator Homes: <b>January 8, 2025</b></li> </ul>
February 2025	<ul style="list-style-type: none"> <li>✓ Monthly Sharing and Learning Meeting for Innovator Homes: <b>February 5, 2025</b></li> </ul>
March 2025	<ul style="list-style-type: none"> <li>✓ Celebration and Provincial Quarterly Webinar: <b>March 19, 2025</b></li> </ul>



# Feedback from Trailblazer Homes Transitioning to Innovator Homes!

*"Participating in the trailblazers programming provided us the opportunity to develop a change project that was focused and targeted. The help of a project manager (Melissa) , kept us accountable to the work we wanted to do. Often other priorities can negatively impact the progress but using the tools and schedules that Melissa provided kept the team focused and successful. "*

Elizabeth Marinelli MN, RN  
Director of Care  
Anson Place Care Centre



# Mary Kate, Director of Care at Midland Gardens Care Community



# Next Steps

**Your designated ISMP Canada Coach will contact you shortly to arrange first meeting with you and members of your Med Safety Team!**





# Q&A Session

