



Provincial Update Webinar

December 7, 2022

Strengthening Medication Safety in Long-Term Care





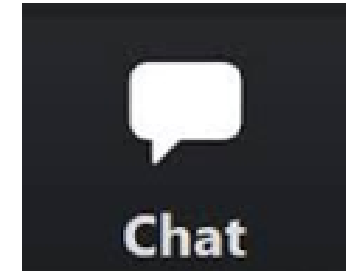
Zoom Webinar Platform

Maximize the Zoom window

Set appropriate volume

Audience settings

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WEBINAR IS RECORDED



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.¹ 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 recommendations.

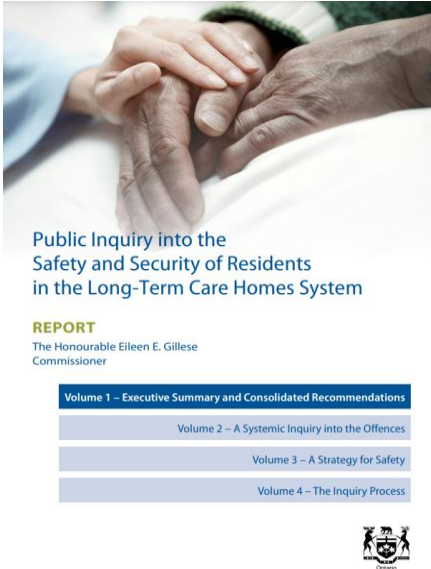
Nous tenons à souligner que nous sommes accueillis sur le territoire traditionnel des Mississaugas, des Anichinabés, des Haudenosaunees et des Wendats. Nous voulons également reconnaître la pérennité de la présence des Premières Nations, des Métis et des Inuits. Nous sommes reconnaissants de vivre, de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

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

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



An Initiative to Support the Long-Term Care Sector



http://longtermcareinquiry.ca/wp-content/uploads/LTCL_Final_Report_Volume1_e.pdf

The 3-year initiative is funded by the Ontario Ministry of Long-Term Care

This work will include addressing Justice Gillese's specific recommendations with respect to detecting potential medication incidents that would otherwise go unnoticed

Views expressed are the views of ISMP Canada and do not necessarily reflect those of the Province



Agenda

Welcome and Introduction to Initiative

- **Champion Home Celebration and Trailblazer Launch Conference (November 3rd)**
- **Champion home project presentations**
 - a. Jennifer Evans from Extendicare York Sudbury –Orientation and Training for Medication Administration and Order Processing*
 - b. Brie Munshaw from Cedarvale Terrace Toronto – Reducing Distractions during the 08:00 medication pass*
 - c. Ideas for future involvement of Champion Homes*
- **Faculty updates**
 - Advanced Workshop #3 – Sustain your Changes
 - MSSA-LTC
 - Measurement
- **Trailblazer Home Update**
 - *Elizabeth Marinelli from Anson Place in Hagersville – Resident and Family Engagement*
 - *Theresa and Tenzin from Rekai Homes providing their feedback on the Medication Reconciliation and BPMH Workshop*
- **Med Safety Signal #3 – Vulnerabilities in Med Review process**



Update

- ISMP Canada Faculty is completing work with representatives of **Champion Homes** to support a structured approach to improving med safety in their homes

Key focus now:

- Trailblazer Home phase of initiative
 - Approximately 65 homes involved in next phase
 - Each home selected one of five project streams including:
 - Medication Reconciliation
 - Adapt and Implement a Model Policy
 - Resident and Family Engagement
 - Report, Learn and Act when an incident happens
 - Quality improvement project
- Budget and deliverables proceeding as planned



Champion Home Celebration and Trailblazer Launch Conference – Nov 3rd



Champion Homes

Reflecting on a year of collaboration and learning with the 10 Champion Homes



Strengthening
Med Safety in
Long-Term Care



Champion Home Launch Guide



October 2021

"It's a marathon, not a sprint!"

Champion Homes - A Busy Year!

One of our successes in the initiative is resident and family engagement through the representation of resident(s) and family member(s) in our medication safety meetings; and utilizing the “What Matters To You” model in our medication safety program. Asking what matters helps healthcare teams to further understand what is important to our residents.

***Alexis Lamsen RN, GNC © IIWCC
Mgr. of Clinical Practice- Niagara Region
Project Lead- Champion Home***

Champion Homes - A Busy Year!

"As one of the 10 Champion Homes in the Strengthening Medication Safety in Long-Term Care initiative, our team applied quality improvement tools and took a deep dive into medication reconciliation finding paths to improvements. By analyzing what goes on behind the scenes, we identified and tested safer and more efficient ways to support resident safety. The project has brought the entire team together, allowing us to question and learn from each other."

*Alice Jyu, Director of Nursing (Project Lead),
Bendale Acres, City of Toronto, Seniors Services and Long-term Care*

Champion Homes - A Busy Year!

“I have enjoyed getting to know about pills and how they're handled, and I think everyone should get to know how. Every home should be learning this.”

Leslie – Resident, Champion Home



Crossing the finish line...

Champion Home Status Report

Home	Shared folder contents on Sharepoint	Pre-meeting date/time	Faculty Meeting date/time	2 De-identified incidents meeting	Goals/Indicators and Project Plan Finalization Mtg	Advanced workshop on Process mapping	Data Collection	Advanced Workshop on PDSA cycle	Brainstorming Session Project #2	Advanced Workshop Sustaining the Change
A										
B										
C										
D										
E										
F										
G										
H										
I										
J										
Complete	In Progress	Pending								

Improving Orientation and Training for Medication Administration and Order Processing

Extendicare York (Sudbury)
Shannon Demerchant, ADOC
Jennifer Evans, DOC





Cedarvale Terrace
long term care home

**Reducing
Distractions
during (0800)
Medication
Pass**

Presented by:
Brie Anna
Munshaw





Sustain your improvements

Advanced Workshop III

Strengthening Medication Safety in Long-Term Care





Why should teams plan to sustain improvements?

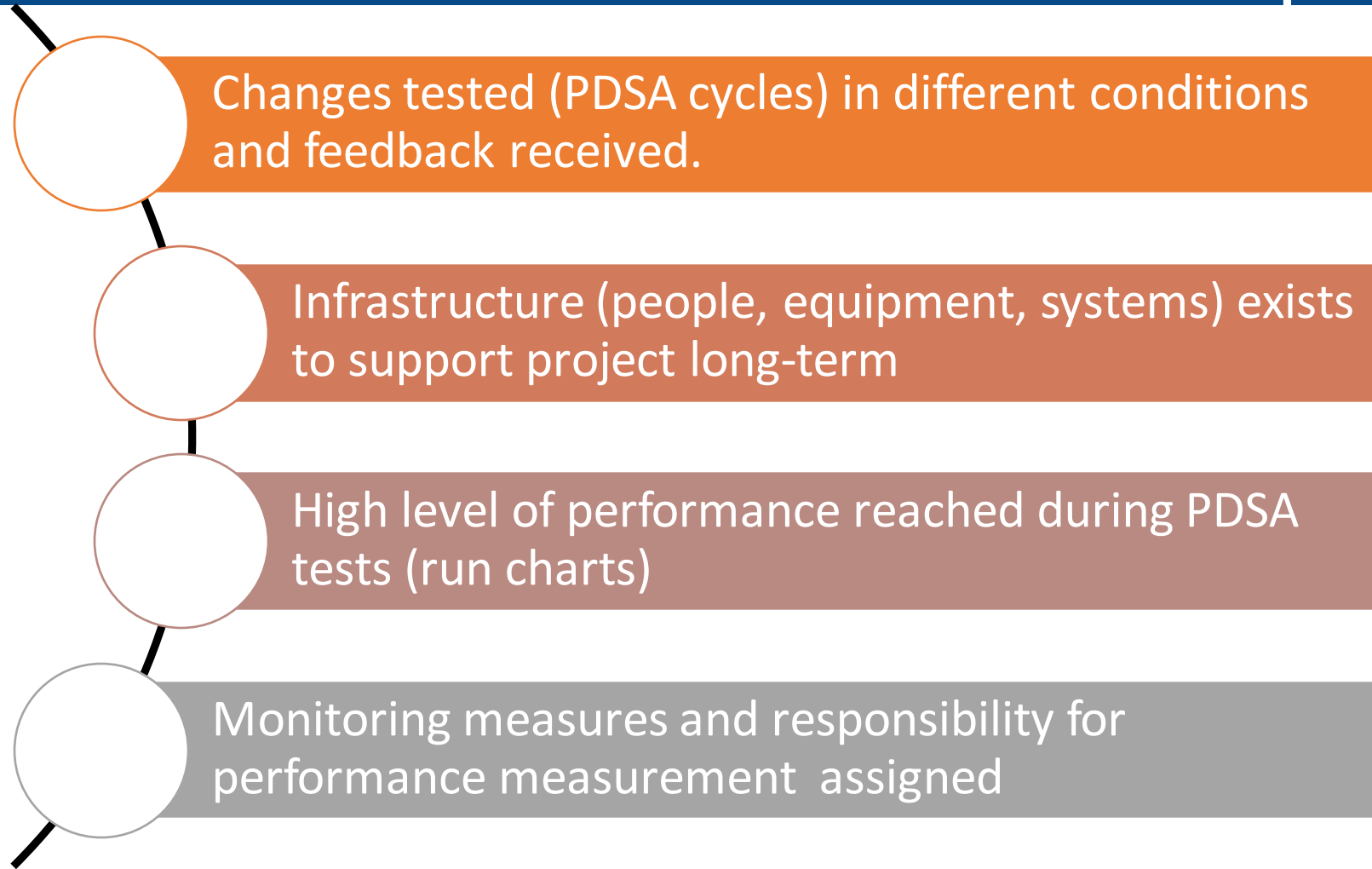
What some studies have shown -

- **It is estimated that fewer than 40 percent of health care improvement initiatives successfully transition from adoption to sustained implementation that is spread to more than one area of an organization.** *(Counte, M.A., Meurer, S. (2001). Issues in the assessment of continuous quality improvement implementation in health care organizations. Int J Qual Health Care 13 (3), pp. 197 – 207)*
- **In a global survey of executives of over 1900 organizations, only 26% of the respondents said the transformations they're most familiar with have been very or completely successful at both improving performance and equipping the organization to sustain improvements over time.**

(https://www.mckinsey.com/~media/mckinsey/business%20functions/people%20and%20organizational%20performance/our%20insights/how%20to%20beat%20the%20transformation%20odds/how_to_beat_the_transformation_odds.pdf)



How do teams know they are ready for sustaining improvements?





PDSA Results for MedRec scenario

PDSA :

Get eMAR for resident before going to hospital and compare with discharge list from hospital for residents readmitted from hospital

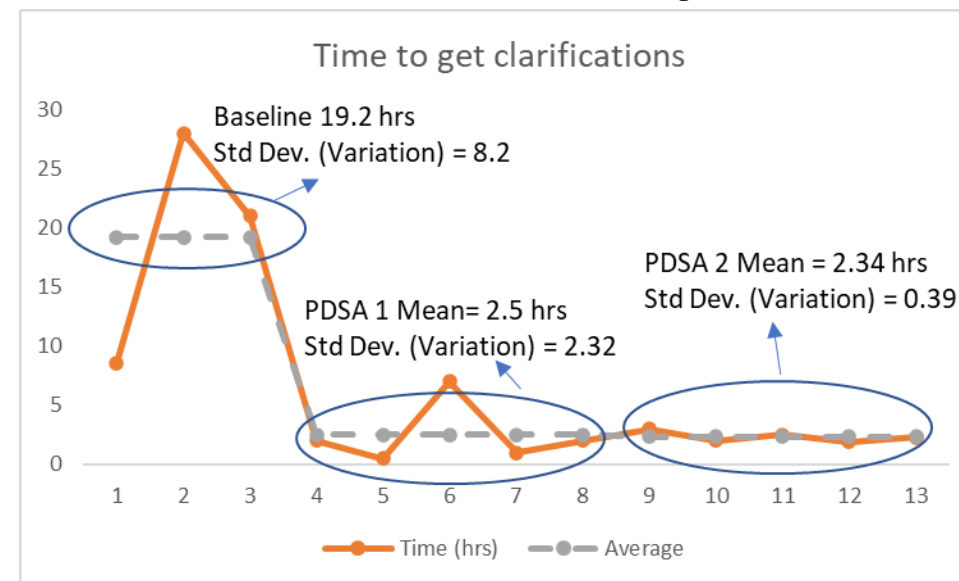
Objective:

Reduce the time it takes for RN to get clarifications

2 Cycles:

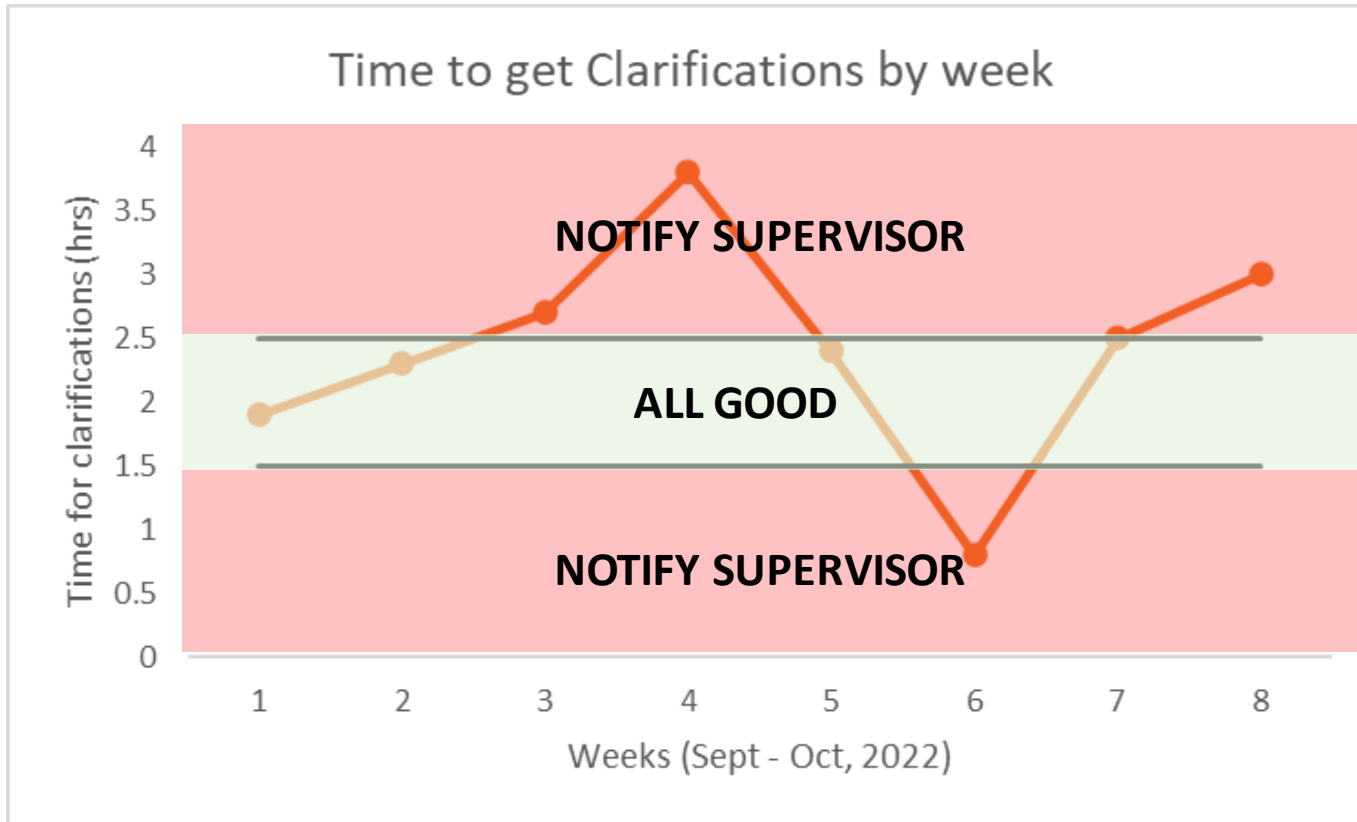
Aug 20-27 and Sep 15-22, 2022

Results of PDSA Cycles





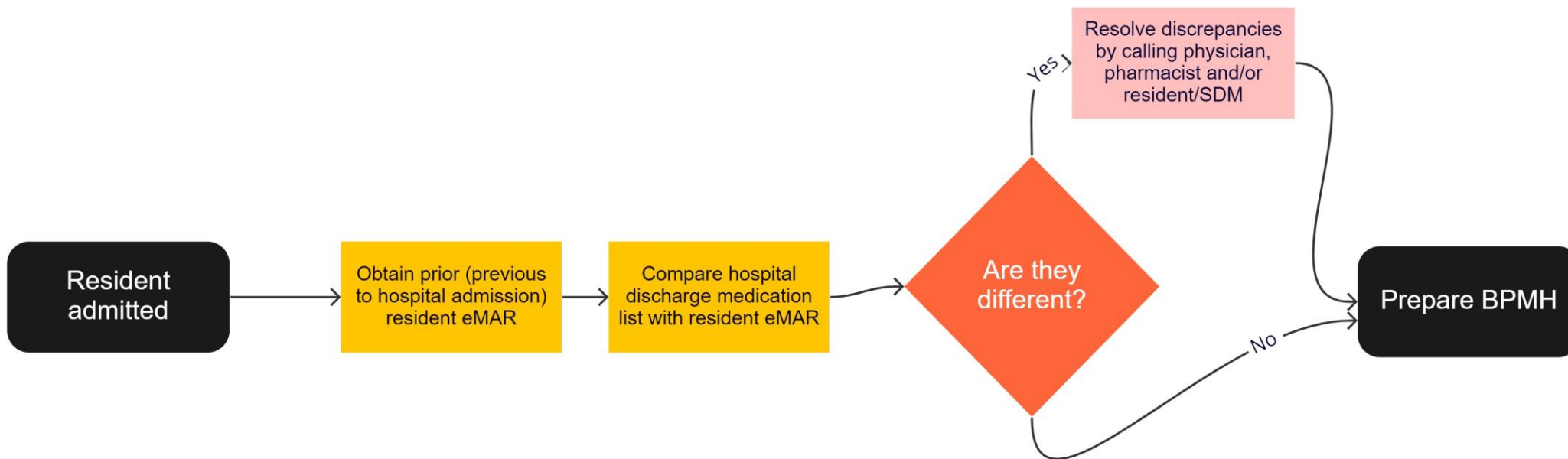
Sustainability Tools - Visual Management



Week of	RN Initials	RN Comments	Supervisor Initials
01-Sep			
08-Sep			
15-Sep			
22-Sep			
29-Sep			
05-Oct			
12-Oct			
19-Oct			
26-Oct			
Improvement Ideas			



Sustainability Tools – Standard Work

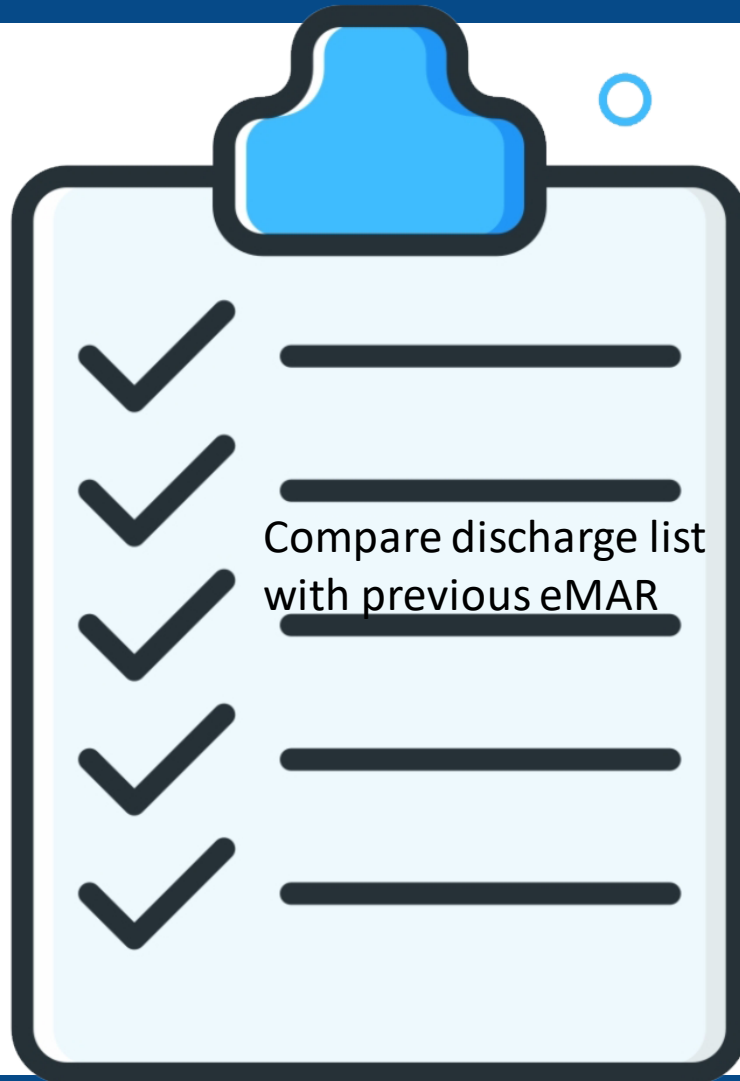


New Flowchart (laminated) posted on Happy Home Nursing Unit Communication Boards



Sustainability Tools – Standard Work...

New Admission Checklist at Happy Home



Resident Information				
Resident Name	Mrs. Gloria Robinson		Physician Name	Please enter
SDM/POA Name	Please enter		Admission from?	Readmission from Hospital
Date of Birth	Please enter			
Healthcare #	Please enter			
Address	Please enter			
Clinical Information				
Health Information	Please enter			
Medications compared to previous eMAR?	Yes/No		Mandatory Field	

Admission Screen for Happy Home system



Sustainability Tools – Improvement Huddles

Happy Home weekly Improvement Huddle

Agenda (5-10 mins)

- Safety and quality concerns and successes in the past week
 - Residents
 - Staff
 - Prescribers
- For all admissions in last week
 - Was the time to get medication clarifications within “acceptable limits” (The Home decided that the acceptable time was between 1.5 and 2.5 hours)?
 -
- Review of previously identified issues
- Announcements



Medication Safety Self-Assessment Results

Focus on Champion Homes

Strengthening Medication Safety in Long-Term Care





Champion Homes

All 10 Champion Homes involved in the initiative contributed baseline and re-survey data. Average scores were compared for each key element section in the MSSA-LTC.

This data was presented at the conference for Trailblazer Homes, held on November 3rd, 2022.





MSSA-LTC Results

Key Elements I – XI focus on general strategies for safety.

	Baseline (2021)	Resurvey (2022)	Difference
I: Resident and Family Engagement and Partnership	74.72%	89.72%	15.00%
II: Care Team	87.92%	92.71%	4.79%
III: Communication of Medication Information	92.84%	95.11%	2.27%
IV: Medication Therapy Monitoring	88.28%	93.44%	5.16%
V: Medication Labelling	89.38%	93.44%	4.06%
VI: Medication Storage and Distribution	93.65%	95.96%	2.31%
VII: Medication Administration	95.36%	97.50%	2.14%
VIII: Medication System Technology	33.44%	46.56%	13.13%
IX: Medication Devices	69.58%	90.42%	20.83%
X: Work Environment	78.13%	86.25%	8.13%
XI: Quality Improvement and Risk Management	74.34%	91.05%	16.71%





MSSA-LTC Results

Key Elements XII – XVIII focus on high-alert medications.

	Baseline (2021)	Resurvey (2022)	Difference	
XII: General Strategies for Safety with High-Alert Medications	61.25%	80.00%	18.75%	←
XIII: Anticoagulants	76.67%	84.17%	7.50%	
XIV: Insulin	80.75%	86.25%	5.50%	
XV: Methotrexate for Non-Oncologic Use	60.00%	60.00%	0.00%	
XVI: Opioids	83.44%	91.25%	7.81%	
XVII: Oral Anti-Cancer Drugs (Chemotherapy)	70.00%	97.50%	27.50%	←
XVIII: Parenteral Infusions	62.08%	79.58%	17.50%	←



Summary



- Improvement in average scores among the 10 Champion Homes was notable in the following areas:
 - Engagement with residents and families
 - Use of medication devices (e.g., insulin pumps, dialysis machines)
 - Use of high-alert medications such as oral chemotherapy
- Implementation of medication safety technology (e.g., ADCs) increased between the baseline and resurvey period, contributing to an increase in the average scores
 - Medication Safety Technology remains the lowest scoring category, suggesting additional opportunities for improvement





Measurement

Focus on Champion Homes

Strengthening Medication Safety in Long-Term Care





Measurement

Why do we want to **measure**?

- Are we meeting our targets for safety and quality?
- What do we do well?
- Where do we need to put more effort?
- What can we learn from our project?
- How are we doing compared to other Homes, Sectors?



Core Indicators

- 1. Number of Reported Medication Incidents and Near-misses per 100 beds per quarter**
 - a. Per level of harm**
 - b. Number of Medication Errors that alter a Resident's Health Status or Require Enhanced Resident Monitoring**
 - c. Involving High-Alert medications**
 - d. Per contributing factor category [Other, Task, Environment, Organization, Care Team, Resident, Equipment]**
- 2. Number of Resident transfers to Emergency Department per 100 beds per quarter**
- 3. Number of Usages of Glucagon/or Number of Cases of Severe Unresponsive Hypoglycemia per 100 beds per quarter**
- 4. Resident/Essential Caregiver Engagement Survey**



Optional Indicators

5. **Number of Adverse Medication Reactions per 100 beds per quarter**
6. **Number of Usages of Rescue Medication per 100 beds per quarter**
7. **Number of Emergency Box Medication dispenses per 100 beds per quarter**
8. **Number of missing or unaccounted for controlled or targeted substances per 100 beds per quarter**
9. **MedRec Quality Audit for medication reconciliation improvement projects: <https://www.ismp-canada.org/download/LTC/Instructions-for-MedRec-Quality-Baseline-Audit.pdf>**



Normalization

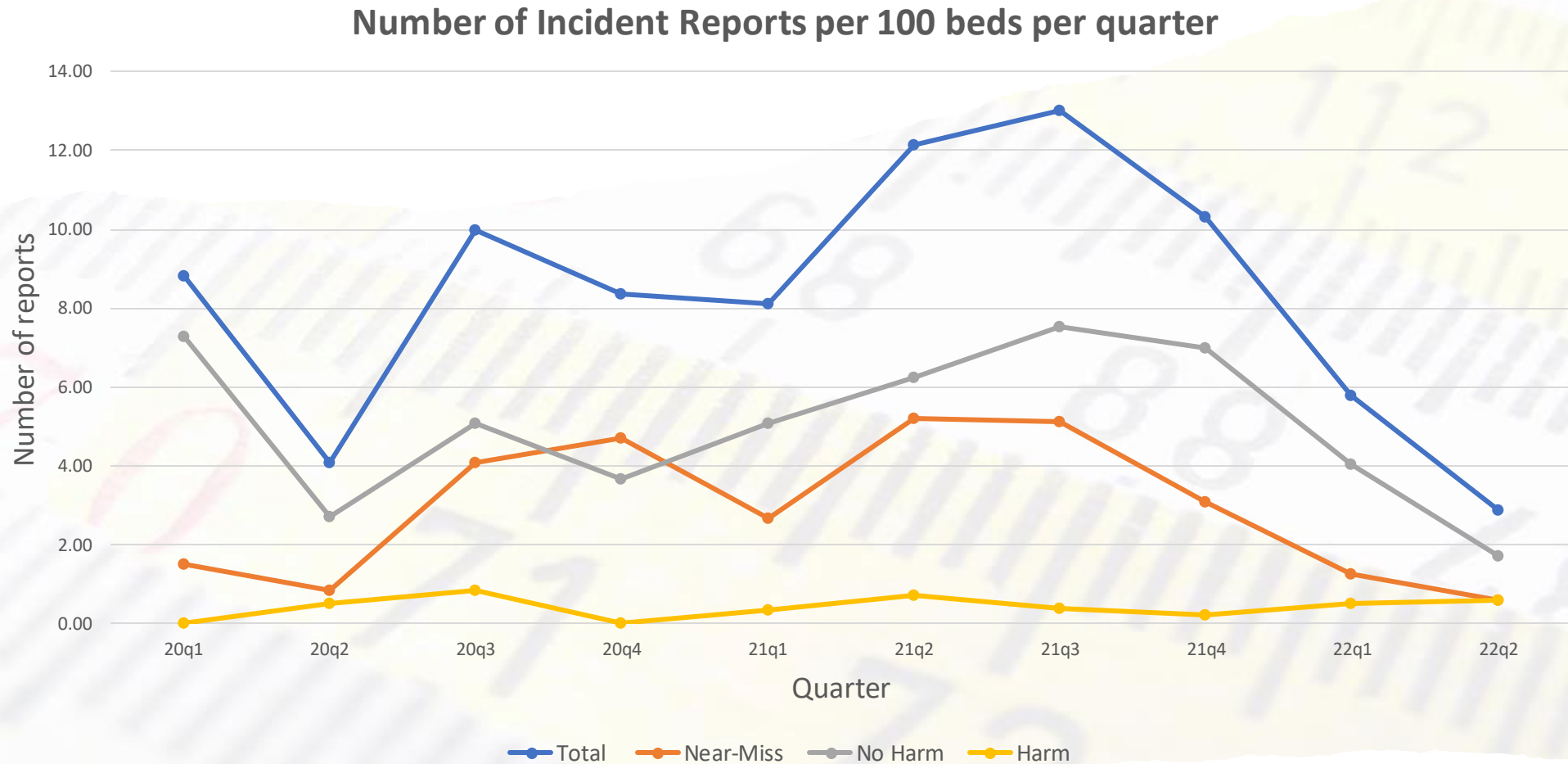
Most indicators are “normalized” to

- 100 beds
- Per quarter

This makes for more useful comparisons between homes of different sizes and provides a standardized timeframe for reporting



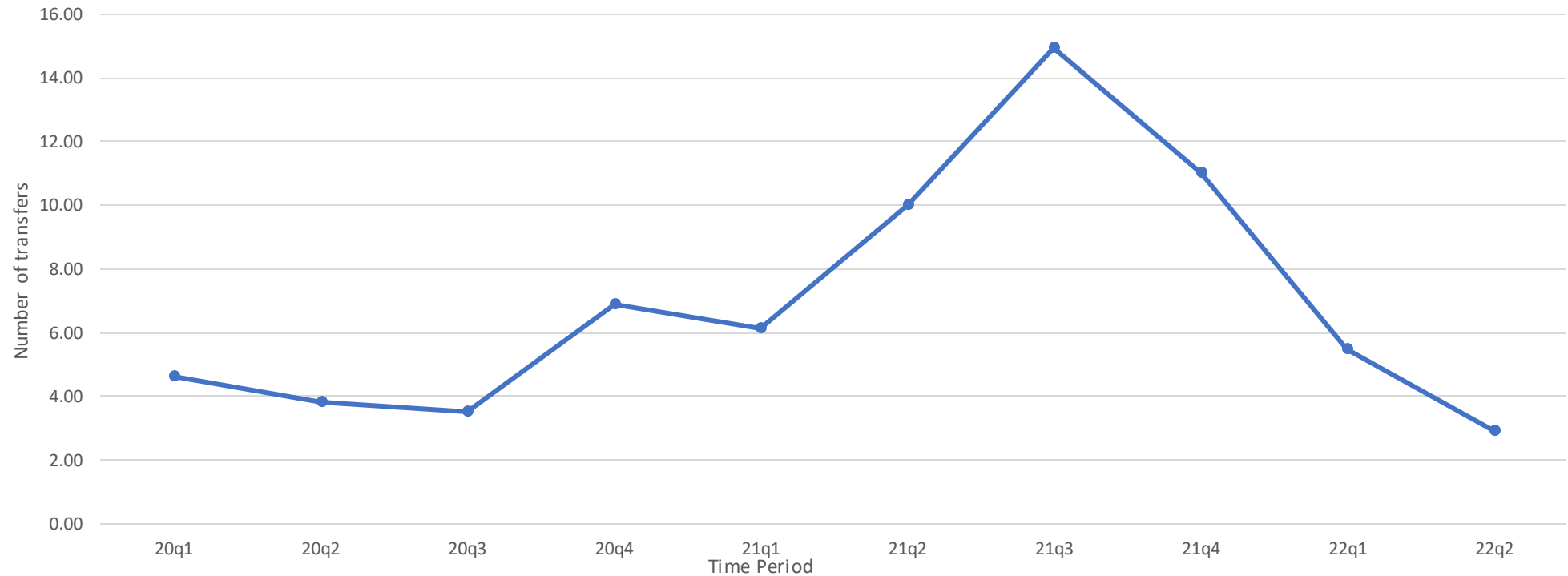
Learning from Champion Homes





Transfers to ED

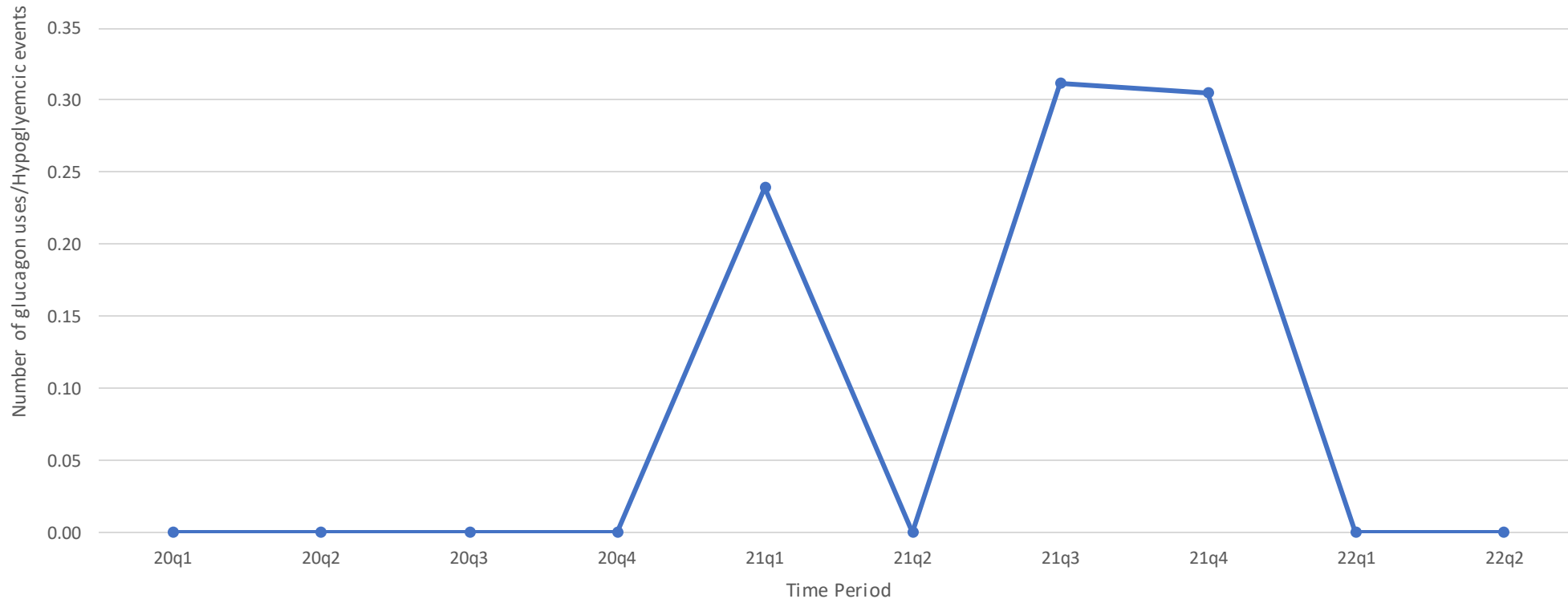
Number Of Emergency Department Transfers per 100 beds per quarter





Glucagon/Hypoglycemia

Number of Glucagon Usages/Hypoglycemia per 100 beds per quarter





Measurement Tools

Tools

- Incident reporting worksheet

Home: _____

Number of beds: _____

Quarter: _____ Year: _____ Months: _____

Compare these numbers with previous quarters or other homes.
 Is anything significantly different?
 Does anything need further investigation?

	Raw Number in quarter	Multiply by 100	Divide by the number of beds	This is your rate per 100 beds for the quarter
Number of <u>near-misses</u>		X 100 =	÷ beds	
Number of incidents causing no harm (reached resident but did not cause harm)		X 100 =	÷ beds	
Number of incidents causing harm		X 100 =	÷ beds	
Number of incidents causing death		X 100 =	÷ beds	
Total of above		X 100 =	÷ beds	
Number of incidents above related to contributing factor category:				
Task		X 100 =	÷ beds	
Equipment		X 100 =	÷ beds	



Resources

Core indicator Instruction book

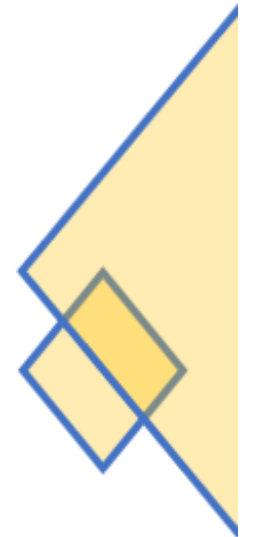
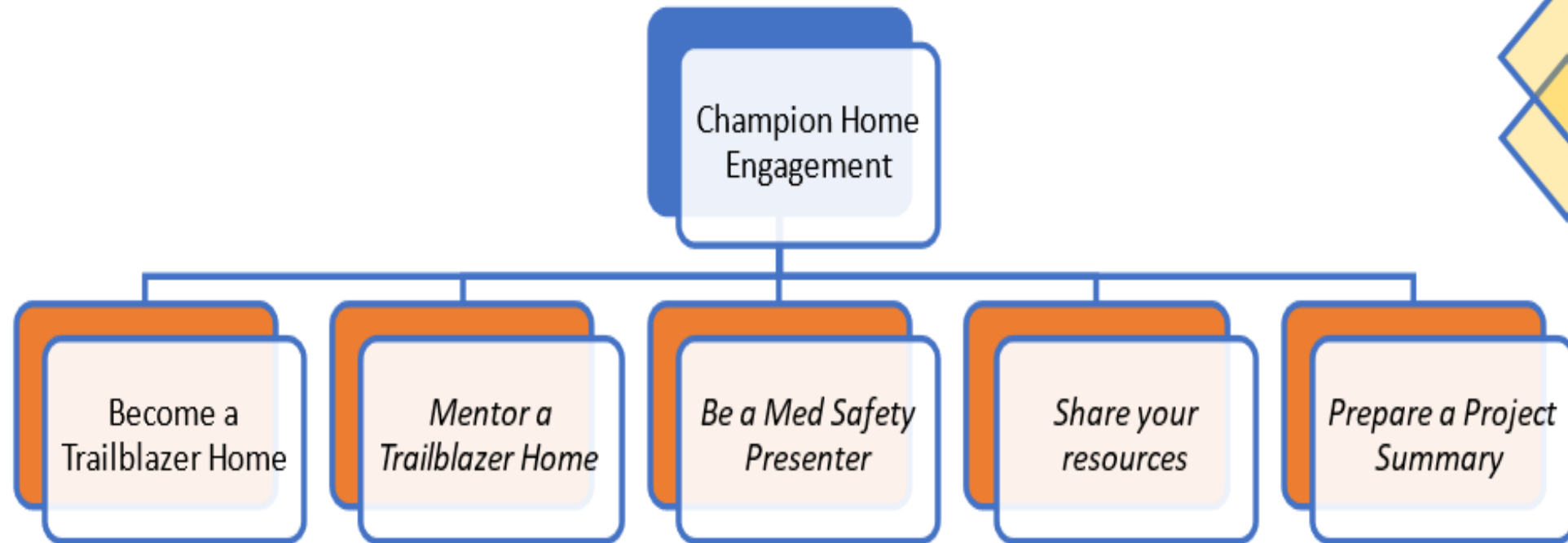
Core indicator worksheets

Available at:

<https://ismpcanada.ca/resource/ltc/measuring-and-evaluating/>

Help always available at LTC@ismpcanada.ca

Ideas for how Champion Homes can share their learning and insights on Medication Safety?





Thank you and Congratulations!

Bendale Acres

Cedarvale Terrace

Extendicare York

Fairview Lodge

Iroquois Lodge

peopleCare Hilltop Manor

Southbridge Pinewood

St. Patrick's Home

Upper Canada Lodge

Woodingford Lodge

Hello Trailblazers!

*The path ahead has been started
and now your role is to spread
and scale the work...we will learn
so much on this next phase of
the initiative too!*



Strengthening
Med Safety in
Long-Term Care



Trailblazer Home
Getting Started Kit!



November 2022

"It's a marathon, not a sprint!"



Trailblazer Homes – Cohort Workbooks



Strengthening
Med Safety in
Long-Term Care



ismp
CANADA

Trailblazer Home Workbook
Resident and Family Engagement in
Medication Management



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Trailblazer Home Workbook
Completing a Quality Improvement Project



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Trailblazer Home Workbook
Report, Learn & Act After a Medication Incident



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Trailblazer Home Workbook
Adapt and Implement Medication Management
Model Policies



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Trailblazer Home Workbook
Medication Reconciliation (MedRec)



November 2022



November 2022



November 2022



November 2022



November 2022

"It's a marathon, not a sprint!"

"It's a marathon, not a sprint!"

"It's a marathon, not a sprint!"

"It's a marathon, not a sprint!"



Resident and Family Engagement

Elizabeth Marinelli (DOC)

Background

We recognize that:

- ▶ Residents and Families are essential allies for quality, safe care
- ▶ Our project choice embodies the central tenets of Person and Family Centred Care
- ▶ Aligns with our core values: P.E.O.P.L.E
- ▶ Exemplifies the rights of choice, information, consent

Our Team

- ▶ DOC- facilitates and supports, fosters innovation
- ▶ Family representative conducts surveys, connects with other family members, advocates
- ▶ Registered staff- gap analysis, conducts surveys with residents, shares knowledge and practice, disseminate information, sustain practice
- ▶ Registered student- conducts surveys, participates in brainstorming

Step 1.

- ▶ To identify an unmet need: Assumptions that every resident and family member want to be active participants in medication decisions
- ▶ Adapted the survey to include “how important is it ...to be involved
- ▶ Survey scale: 4 pt. to include, level of importance, knowledge of action and feelings questions.
- ▶ 8-Family surveys and 12 Resident surveys completed

Next Steps.....

- ▶ We will be analysing the pre-survey results this week
- ▶ Identify two key improvement strategies
- ▶ Process map
- ▶ implement
- ▶ evaluate
- ▶ post-survey



MedRec & BPMH Workshop

MedRec and BPMH Training for Health Care Professionals

Live Facilitated Virtual Workshop



Prepare for in-person and virtual medication history

Full-day workshop held on **February 11th**
10 am – 5 pm

If interested, please email : alice.watt@ismpcanada.ca

NO COST! Complimentary for anyone in LTC sector in Ontario



Strengthening
Med Safety in
Long-Term Care



Med Safety Signal

Risks in medication safety reported by LTC Homes in Ontario

DRAFT

Volume 1 • Issue # • Month ##, 2022

Vulnerabilities in Quarterly Medication Review Process

Reported Incident (details are modified to ensure confidentiality of the home and reporter)

In Ontario long-term care homes, prescribers perform quarterly medication reviews during which they authorize needed prescriptions and ensure the appropriateness of each resident's medication regimen. As part of this review, a list of each resident's current medications is typically printed on a quarterly medication review form, where the prescriber can indicate whether each medication is to be continued, discontinued, modified, or held.

Thank you and for more
information:
LTC@ismpcanada.ca

