



Health Quality Ontario Long-Term Care Resident Experience

Best Practices

Updated on December 30, 2016

“Insanity is doing things the way we’ve always done them and expecting different results”

Albert Einstein

Evidence-informed best practices are based on quality evidence and should be implemented into practice to optimize outcomes.⁷ Listed below you will find best practices graded according to the type of evidence. To view a description of the types of evidence, [click here](#).

To help you move from best evidence to best practice, **click on the + button next to each best practice** to find details on how to implement, as well as change ideas to test using a PDSA approach.

Change ideas are specific and practical changes by experience and research that focus on improving specific aspects of a system, process or behaviour. To learn more about change ideas see [QI: Getting Started on the left menu bar](#).

EVIDENCE-INFORMED BEST PRACTICES

Respect Residents' Values, Preferences, and Expressed Needs

Personalize the delivery of care

Educate Healthcare Providers

References

1. **Frampton S, Guastella S, Brady C, Hale M, Horowitz S, Smith SB, Stone S. 2008. Patient-Centered Care Improvement Guide.**

Planetree / Picker Institute

Available from: http://www.hqontario.ca/Portals/0/modals/qi/en/processmap_pdfs/tools/patient-centered%20care%20improvement%20guide.pdf
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2. Gil H, Guastella S, Kinsey J, Boudreau-Scott D, Lepore M, Henfey A, Krebs R, Walden PM. 2010. Long-Term Care Improvement Guide.

Planetree / Picker Institute

Available from: <http://planetree.org/wp-content/uploads/2015/05/LTC%20Improvement%20Guide%20For%20Download.pdf>
[\[http://planetree.org/wp-content/uploads/2015/05/LTC%20Improvement%20Guide%20For%20Download.pdf\]](http://planetree.org/wp-content/uploads/2015/05/LTC%20Improvement%20Guide%20For%20Download.pdf)

3. Patient-Reported Experience Measures: Long-Term Care.

Canadian Institute for Health Information

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4. Stewart M, Brown JB, Donner A, McWhinney IR, Oates J, Weston WW, Jordan J. 2000. The Impact of Patient-Centered Care on Outcomes

J Fam Pract. 2000 September;49(9):796-804

Measurement

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Type of Indicator	Indicator of Quality Improvement	How to Calculate	Targets/ Benchmarks	How is This Indicator Used?
Outcome	The percentage of residents who responded positively to the question/statement: Would you recommend this nursing home to others? / I would recommend this site or organization to others.	See HQO's Indicator Library [http://indicatorlibrary.hqontario.ca/Indicator/Summary/Residents-experience-would-you-recommend/EN]	Targets: As high as possible (set by individual homes) Provincial benchmarks: not available	QIP Priority Indicator
	Having a voice: The percentage of residents who responded positively to the question: What number would you use to rate how well the staff listen to you?	See HQO's Indicator Library [http://indicatorlibrary.hqontario.ca/Indicator/Summary/Resident-experienc-having-a-voice/EN]		QIP Priority Indicator
	Being able to speak up about the home: The percentage of residents who responded positively to the following: I can express my opinion without fear of consequences	See HQO's Indicator Library [http://indicatorlibrary.hqontario.ca/Indicator/Summary/Resident-experience-being-able-to-speak-up-about-home/EN]		QIP Priority Indicator

Tools & Resources

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Tools

QI Tools

- Communications Plan: [Instructions](#), [Tool](#)
- Fishbone Template: [Instructions](#), [Tool](#)
- Five Whys: [Instructions](#), [Tool](#)
- Measurement Plan Template: [Instructions](#), [Tool](#)
- Pareto Chart: [Instructions](#), [Tool](#)
- [PDSA Template](#)
- [Project Charter](#)
- [Tree Diagram Worksheet](#)

For a more comprehensive list of tools and resources, visit the following links on our HQO website:

- [HQO Tools and Resources](http://www.hqontario.ca/quality-improvement/tools-and-resources/) [<http://www.hqontario.ca/quality-improvement/tools-and-resources/>]

Resources

Resident-Centred Care

- [A Practical guide to implementing person-centred care education for PSWs in the home, community and long-term care sectors](https://www.saintelizabeth.com/getmedia/3b053be0-3313-45e5-8aea-872781c0b76d/Practical-Guide-for-Implementing-PCC-Education-for-PSWs-October-2013.pdf.aspx) [<https://www.saintelizabeth.com/getmedia/3b053be0-3313-45e5-8aea-872781c0b76d/Practical-Guide-for-Implementing-PCC-Education-for-PSWs-October-2013.pdf.aspx>] - Saint Elizabeth and Yee Hong Centre for Geriatric Care.
- [Person- and Family-Centred Care](http://rmao.ca/sites/rmao-ca/files/FINAL_Web_Version_0.pdf) [http://rmao.ca/sites/rmao-ca/files/FINAL_Web_Version_0.pdf] - Registered Nurses' Association of Ontario
- [Compassionate Communication](http://www.patientscanada.ca/site/patients_canada/assets/pdf/compassionate-communication.pdf) [http://www.patientscanada.ca/site/patients_canada/assets/pdf/compassionate-communication.pdf] - Alberta Health Services
- Patient-Centered Care Improvement Guide. Planetree / Picker Institute
Available from: http://www.hqontario.ca/Portals/0/modals/qi/en/processmap_pdfs/tools/patient-centered%20care%20improvement%20guide.pdf
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QI Resources

- [Interpreting Run Charts](#)
Health Quality Ontario
- [Model for Improvement \(Clip 1\)](http://www.youtube.com/watch?v=SCYghxtioLY) [<http://www.youtube.com/watch?v=SCYghxtioLY>]
Institute for Healthcare Improvement
- [Model for Improvement \(Clip 2\)](http://www.youtube.com/watch?v=6MIUqduINwQ&feature=relmfu) [<http://www.youtube.com/watch?v=6MIUqduINwQ&feature=relmfu>]
Institute for Healthcare Improvement
- [PDSA Cycle Video \(Part 1\)](http://www.youtube.com/watch?v=-ceS9Ta820&feature=youtu.be) [<http://www.youtube.com/watch?v=-ceS9Ta820&feature=youtu.be>]
Institute for Healthcare Improvement
- [PDSA Cycle Video \(Part 2\)](http://www.youtube.com/watch?v=eYoJxjmv_QI&feature=relmfu) [http://www.youtube.com/watch?v=eYoJxjmv_QI&feature=relmfu]
Institute for Healthcare Improvement

- [The run chart: a simple analytical tool for learning from variation in healthcare processes](http://www.ncbi.nlm.nih.gov/pubmed/?term=%E2%80%A2%09The+run+chart%3A+a+simple+analytical+tool+for+learning+from+variation+in+healthcare+processes)
[\[http://www.ncbi.nlm.nih.gov/pubmed/?term=%E2%80%A2%09The run chart%3A a simple analytical tool for learning from variation in healthcare processes\]](http://www.ncbi.nlm.nih.gov/pubmed/?term=%E2%80%A2%09The+run+chart%3A+a+simple+analytical+tool+for+learning+from+variation+in+healthcare+processes)

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Background

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Issue

Providing person-centred care differs from delivery of the traditional medical model of care. The person-centred model engages with residents to make them a partner in the delivery of care. Needs and preferences are taken into consideration and residents take an active role in decision-making and goal setting. The core principles of person-centred care are Dignity and Respect, Information Sharing, Participation, and Collaboration¹. Providing care that actively involves residents and family members requires a shift in the culture of an organization. This requires buy-in from all levels of an organization and a long-term commitment to sustaining engagement efforts in the face of resource shortages².

Call to Action

Long-term care facilities across Canada use a number of different survey tools to capture resident experience and feedback³. Improving the patient's experience has been found to influence the efficiency of care by reducing diagnostic tests and referrals⁴. By utilizing the principles outlined by the Planetree and Picker Institute, long-term care facilities can influence their residents' experiences through improved communication, resident education, resident involvement, and healthcare provider education¹⁻². The goal is to improve resident satisfaction with their care, and improve communication between care providers and residents.

References

1. Frampton S, Guastella S, Brady C, Hale M, Horowitz S, Smith SB, Stone S. 2008. Patient-Centered Care Improvement Guide.

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