



The core purpose of the *Long-Term Care Quality Initiative* (LTC-QI) is to enhance the quality of resident, family and staff experience in long-term care by bringing research evidence into practice through meaningful connections between research and operations, in line with the principles of a Learning Health System.

The guiding principles underlying the team's work are:

- Meaningful engagement, especially with those who live, visit and work within the BC LTC community
- Evidence-driven to guide actions and improvement in the LTC sector; and
- Alignment with BC's health system priorities.

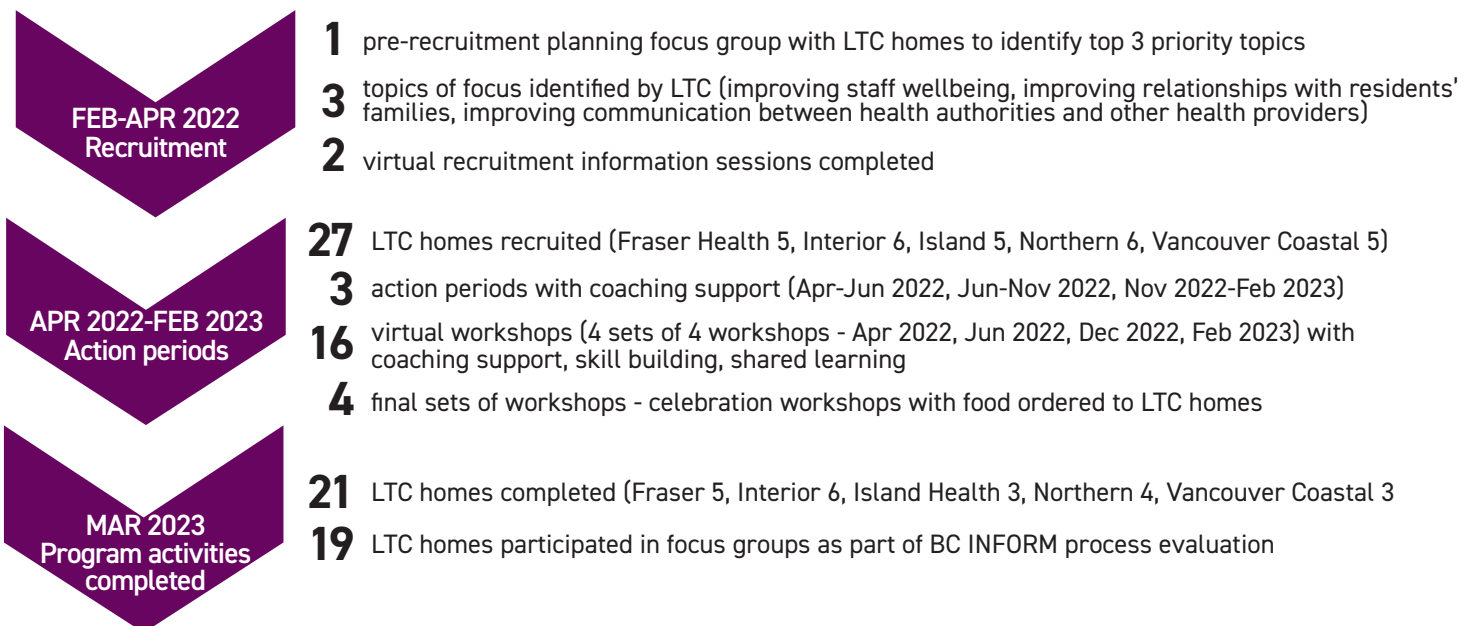
In spring 2023, in line with the initiative's refreshed strategic priorities, a tagline was added to the name: Bridging Research and Practice. The addition of these four words serves to underscore our team's role in **1)** mobilizing research to support evidence-informed quality improvement, and **2)** incorporating the priorities and perspectives of LTC leaders, direct care staff, residents and families when planning new research and knowledge mobilization activities. The Advisory Committee suggested the tagline reflect the importance of reciprocal relationships, and thus, is a nod to our team's first guiding principle of meaningful engagement.

Evidence-based improvements to quality of life and quality of work life in LTC will be achieved through collaboration, partnership and the inclusion of voices from people with lived experience. Our use of the word 'bridge' illustrates the image of learning as a two-way process, and highlights our focus on the relational component of knowledge mobilization, which is central to this work.

BC INFORM Update

In 2021, Michael Smith Health Research BC and the Translating Research in Elder Care (TREC) research program began their partnership to implement BC INFORM Cohort 1. This was a spread and scale of the evidence-based 2016-2017 TREC research study, Improving Nursing Home Care Through Feedback Of Performance Data (INFORM) in Fraser Health, Interior Health and Alberta Health. The LTC-QI team collaborated with the TREC team to implement BC INFORM Cohort 1 (February 2022 to March 2023) across BC's five regional health authorities.

BC INFORM Cohort 1:



BC INFORM Cohort 1 Process Evaluation:

Supported by Michael Smith Health Research BC and Healthcare Excellence Canada, a process evaluation of BC INFORM Cohort 1 was led and completed by the TREC team in June 2023 with participation of LTC homes and the LTC-QI team. Some key insights from the evaluation are:

Key Lessons:

- Success was facilitated externally but achieved locally
- BC INFORM empowered change and transferable learning through multiple channels
- There were some organizational challenges such as miscommunications and staff changes on the LTC-QI and TREC teams that impacted implementation
- It was critically important that managers worked on aligned goals – i.e. local projects needed to align broadly across the implementation and with regional and provincial higher level priorities
- In BC INFORM, this was achieved in part by having external stakeholders establish the original three topics for improvement focus
- Local measurement played an essential role in achieving strong outcomes

Recommendations

- Retain and enhance the role of the Regional Practice Leads (RPL)
- Establish a network or community of practice among the LTC homes, care managers, researchers and RPLs
- Revisit elements of the INFORM Implementation Toolkit and develop the train-the-trainer approach
- Establish and implement a reworked organizational structure for implementation delivery
- Ensure key learnings and the local nature of BC INFORM are incorporated into future iterations

BC INFORM Cohort 2 (Jul 2023-Jun 2024)

In June 2023, guided by our experiences with BC INFORM Cohort 1, review of the process evaluation report and our LTC-QI mandate to bridge research and practice, we are moving forward with BC INFORM Cohort 2. This next step in evidence-based spread and scale will be taken by entirely leading implementation and evaluation of Cohort 2, while further learning and adapting to the BC context and maintaining the integrity of the TREC INFORM model. Our goal is to invite previous BC INFORM Cohort 1 LTC home participants to be involved and recruit 35 additional LTC homes (7 LTC homes per region). Cohort 1 LTC homes will have the opportunity to support Cohort 2 teams by sharing their projects, experiences and learnings from Cohort 1, and continue to build their own skill sets. We will support homes to implement quality initiative projects selected in light of their home's data from the Office of the Seniors Advocate (OSA) 2022-2023 LTC survey, supplemented by the OSA's identified themes and recommendations.

BC INFORM resource links:

[LTC-QI Bridging Research and Practice](#)

[TREC INFORM](#)

[Office of the Seniors Advocate British Columbia](#)

LTC research inventory in BC

To address the objectives under our strategic priority area 1, 'Integrated Knowledge Mobilization', we created an inventory of current and recent LTC research taking place across BC. While it is important to note that the inventory is not comprehensive (as it is drawn only from health authority ethics board records), it provides a snapshot of the most active teams, investigators and areas of study. The RPLs collated 37 studies covering 19 different research topic areas. Fraser Health showed

BC INFORM Cohort 2 Timeline:



to have the highest research activity (n = 15) followed by Interior Health (n = 13), Vancouver Coastal Health (n = 10), Island Health (n = 5) and Northern Health (n = 2). Fourteen studies were multi-jurisdictional, five were CIHR-funded and five were funded by Health Research BC. The most frequently represented topic areas include technology, COVID-19, quality of life, workforce health and quality of care.

Our next steps with this work are to understand the impact of the research being done and where the RPLs can fill the knowledge mobilization gaps to bring new research evidence into practice across the province. The RPLs are undertaking consultative dialogues with LTC researchers and LTC leaders and teams to understand what is needed to promote and facilitate active and meaningful participation in research and implementation priorities. From both avenues of engagement and in combination with a recent rapid review of the literature on best practices for conducting research in LTC settings, we expect several knowledge mobilization products to result.

Office of the Seniors Advocate LTC Survey RPL role

The second province-wide LTC survey from the Office of the Seniors Advocate (OSA) is winding down and on track to release a comprehensive report of the final survey results in the Fall of 2023. In advance of this public release, LTC home leaders are receiving their individual reports to provide opportunities to explore internal quality improvement initiatives.

With endorsement from the Seniors Advocate, the British Columbia Office of Patient-Centred Measurement, and the regional health authorities' LTC leadership, the RPLs are acting as a key resource for LTC leaders and their teams to assist with interpreting survey results and, where requested to do so, supporting evidence-informed action planning related to the findings.

Specifically, the RPLs can offer help to interpret and understand data, to consider how results align with

local priorities as well as the recommendations from the Seniors Advocate, and to identify research evidence and best practices that can inform planning and actions to bring about improvements in residents' quality of life.

As part of our engagement commitment, the RPLs will create a community of practice for LTC homes to share their experiences, learn from each other and, with facilitated support from our team, plan for actions and next steps.

Coming in next periodic report:

- A progress update on the process for bringing additional LTC data into the Health Data Platform BC
- Progress update BC INFORM Cohort 2

LTC-QI Team Updates

We say farewell to our departed LTC-QI Regional Practice Leads, Miranda Cary, Island Health (September 2020 - March 2023) and Sonia Hardern, Vancouver Coastal (January 2021 - June 2023), and warmly welcome two new team members:

- **Amanda Leddy, Island Health (Mar 2023)**
- **Monica Lee, Vancouver Coastal Health (Aug 2023)**

Amanda and Monica complement our team with their experience, skills and training, and share our passion for supporting and improving the LTC sector.

We also welcome Heather Bartlett, a project manager with Michael Smith Health Research BC, who will provide project management support for Cohort 2 of the BC INFORM initiative.

Our provincial team of 5 Regional Practice Leads:

- **Kirsten Rossiter, Fraser Health**
- **Michelle Smith, Interior Health**
- **Amanda Leddy, Island Health**
- **Susanne Watson, Northern Health**
- **Monica Lee, Vancouver Coastal Health**

LTC-QI: Bridging Research and Practice aims to embed research and translate knowledge into evidenced-based best practices in BC's Long-Term Care (LTC) sector.

The LTC-QI is a collaborative partnership between Michael Smith Health Research BC, the BC Ministry of Health, health authorities, and research and academic communities.

<https://healthresearchbc.ca/initiatives/ltcqi/>