

Long Term Care Quality Initiative (LTC-QI) Team:

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Vision: To build a person-centred LTC learning community in BC, bridging research and practice

BC INFORM Cohort II

Update on activity

The Long-Term Care Quality Initiative (LTC-QI) team has just recently completed the second cohort of BC INFORM (Improving Nursing Home Care Through Feedback On Performance Data) with 31 long-term care (LTC) homes across the province. This program builds off the success of the first cohort, where an evidence-based model assists managers in working with and acting on data-based feedback through quality improvement. Through workshops and peer support, LTC staff learn about goal setting, action planning and measurement tools to better understand how to implement change and measure the success of those ideas.

The second cohort of BC INFORM leverages data from the Office of the Seniors Advocate 2023 surveys of LTC residents and families/frequent visitors. Its goal is to establish quality improvement work grounded in the priorities and perspectives of those who live in and visit LTC around three themes: quality of service, quality of care, and quality of life. These themes align with the provincial LTC Quality Framework from the Ministry of Health.

Activity summary

Between February to June 2024, each participating home worked through four stages of the INFORM model:

- **First**, the teams will work with their staff to implement their change ideas developed during the goal setting workshop.
- **Second**, the regional practice leads (RPLs) offered regular check-ins for support with project implementation and measuring the progress/success of those change ideas.
- **Third**, the homes attended the INFORM support workshop for peer support and feedback, refining change ideas or implementation strategies as needed.
- **Finally**, all participating homes celebrated their work and shared successes and lessons learned from their INFORM projects at a recent celebration workshop.

Congratulations to all 31 homes for completing BC INFORM cohort II! It was inspiring to see the creative ideas and teamwork that made meaningful differences to resident, staff and family/visitor experience in a short space of time. RPLs will continue to offer support as homes continue, expand and sustain the positive changes started through this program.

Partnership activity with the Office of the Seniors Advocate - survey data

- The findings from the *2023 Every Voice Counts: Long-Term Care Resident and Visitor Survey* have been released on the [Office of the Seniors Advocate \(OSA\) website](#). The RPLs are actively aiding care communities and senior leaders in interpreting these survey results to identify avenues for enhancing quality of life of residents, visitors, and staff. RPLs have been delivering presentations on the survey outcomes in various family council meetings. Long-term care managers seeking a thorough review of their OSA survey results are also encouraged to directly contact their respective RPL.
- We are also collaborating with the BC Office of Patient-Centered Measurement. LTC-QI hosted a practical pre-conference workshop at the [West Coast Conference on Aging](#). This workshop, led by the RPLs, guided participants through utilizing their OSA LTC survey results to formulate a quality improvement plan. The emphasis was on setting specific and measurable goals aimed at enhancing performance outcomes and, consequently, the overall quality of care.

LTC Research Inventory update, building community

- Work continues on our strategic priority objective to coordinate and focus LTC knowledge mobilization efforts regionally and locally. This supports LTC-QI's vision to build a person-centred LTC learning community in BC, bridging research and practice. To that end, we seek to better understand the challenges of and potential solutions for LTC leaders and researchers to mobilize evidence into practice and policy. The RPLs are working with our inventory of active LTC studies and research teams to stimulate discussion with and learn from their experiences. We are also revising communication tools to amplify our visibility among academic networks.

Connecting Office of the Seniors Advocate data in the Health Data Platform BC

- In the Health Data Platform BC (HDPBC) there are several datasets that contain resident level data such as the Office of the Seniors Advocate (OSA) 2016 survey and Continuing Care Reporting System. We have also brought in data that contains facility characteristic information which allows us to conduct analyses by owner type and facility size.
- We have conducted exploratory analyses linking the 2016 OSA survey to facility data. Focusing on patient reported quality of life measures, we calculated the average mental and physical condition scores for residents across all health authorities. Using facility characteristics, we compared the average scores across different facility sizes and owner types. Using similar methodology, we looked at reported mealtime experience across different facility types identifying the low and high performers.
- With the input from our partners, we are planning new analyses which utilize more recent data that will soon be in the HDPBC.
- This summer, we expect the data from the 2022 OSA survey to arrive in the HDPBC. We are planning analyses which will link between core long-term care data and the data from the new survey.

LTC-QI additional data

- We were recently able to access annualized LTC facility data since 2015 from the Office of the Seniors Advocate. These data sets include yearly numbers for bed counts, patient safety events, licensing, complaints, some clinical indicators, and budgeted direct care hours by role. The data sets expand each year, including new data sets to provide a greater picture of the environment within LTC homes. This data is now in the HDPBC environment and can be used with other analyses.

Update on LTC+ activity

- Across British Columbia, 83 LTC homes participated in the [Reimagining LTC: Enabling a Healthy Workforce to Provide Person-Centred Care](#). The quality improvement funded program was hosted by Healthcare Excellence Canada throughout 2023 with support from Health Quality BC. Compared to other provinces and territories across the country, with the direct support of RPLs, BC saw the greatest number of homes apply for and be accepted into the initiative.
- Over the course of the year, homes received funding, coaching calls, peer learning and other capacity-building supports, including from RPLs, to implement a range of change ideas focused on reducing the inappropriate use of antipsychotics, enhancing delivery of person-centred care, and supporting healthy workplace cultures. Healthcare Excellence Canada and Health Quality BC will release findings at a future date, which show positive progress on these metrics.
- The RPLs are members of the Reimagining LTC advisory group, together with clinical and senior administrative representatives from each health authority and the Ministry of Health. This group meets regularly to review new data and share regional resources and updates. In sharing regional experiences, the advisory group is working to explore opportunities for continued collaboration and to sustain positive change.

Counting What Counts: Assessing the Quality of Life and its Social Determinants among Long-term Care Residents with Dementia

- The Counting What Counts research study, led by [Dr. Matthias Hoben](#) (York University), has been underway since 2022. The study involves assessing the quality of life of older adults living with dementia in LTC homes, as well as important older adult and home characteristics that may influence a resident's quality of life. These include the older adult's health, social support or financial situation, and a home's size, ownership and staffing levels. The research team has recruited over 71 LTC homes in BC, Alberta, Manitoba, Ontario and Nova Scotia, and is currently wrapping up data collection. A total of 21 LTC homes in BC are participating in the study.
- Each participating home will receive a tailored feedback report with their quality of life results in the coming months. The research team will be holding feedback sessions to discuss differences among older adults, possible reasons for good or poor quality of life, strategies to improve quality of life and disparities for older adults living with dementia in a nursing home.
- The RPLs have provided support for phases of the research study across BC. Once study findings are available, RPLs will facilitate dissemination of findings and collaborate on ways to support their health authorities to implement changes.

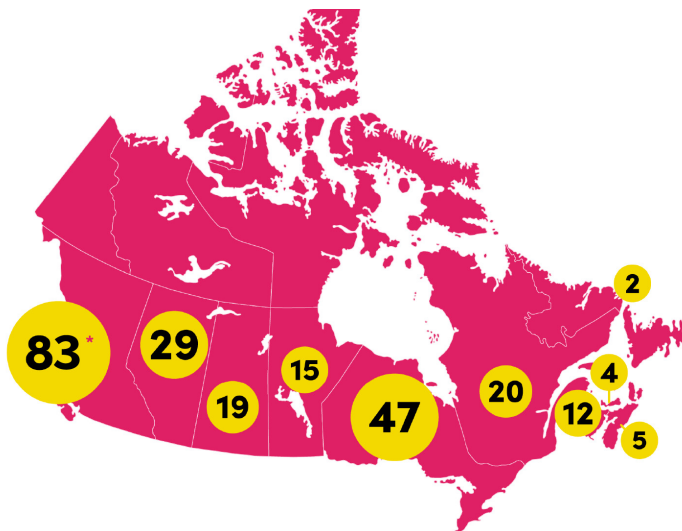


Image source: Healthcare Excellence Canada

Rendever: Immersive technology for a longer, healthier, more connected life: The Power of Shared Experiences

- The LTC sector has increasing challenges to provide clinical care needs in a safe home environment for residents living in LTC homes. Notable challenges in the day-to-day life of people living in LTC include social isolation, decreased indoor or outdoor activities, and decreased connection with family and visitors. The impact of these challenges have been further intensified by the continued onslaught of the COVID-19 pandemic, seasonal wildfires, floods, and emergency evacuations, leading to people living in LTC homes hugely affected, leading to increased social isolation, loneliness, and depression.
- With the rise of technology application in the LTC settings, the opportunity to provide technological solutions to support quality of life for people living in LTC are being explored more than ever. [Rendever](#) is a company that specialized in evidence-based virtual reality (VR) technology designed for people living in care homes. It provides a profile for each person living in LTC homes to share life stories, messages, family videos and pictures to keep connected on a daily basis.
- By implementing Rendever VR, residents living in LTC homes are provided with the opportunity to engage in fun and meaningful activities virtually,



increasing their sense of connection with the world, relieving stress and symptoms of depression, and improving their overall well-being. RPLs hope future adoption of these technology-based solutions will help decrease social isolation, increase communication and social connection, and improve both mental and physical health for residents.

- Directed by engagement and interest with residents, family/friends, and staff in LTC, RPLs have had the opportunity to support funding, research and quality improvement opportunities to implement Rendever VR in BC LTC homes.

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/>