



Reimagining LTC

**Enabling a Healthy Workforce
to Provide Person-Centred Care**

*A BC Collaborative on the Appropriate Use of
Antipsychotics in Long-term Care*

Welcome Package

January – December 2023



**BC PATIENT SAFETY
& QUALITY COUNCIL**
Working Together. Accelerating Improvement.



**Healthcare
Excellence**
Canada

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Acknowledgement

The BC Patient Safety & Quality Council, who do their work throughout the province, would like to acknowledge that we are living and working with humility and respect on the traditional territories of the First Nations peoples of British Columbia. We specifically acknowledge and express our gratitude to the keepers of the lands of the ancestral and unceded territory of the x̣ʷməθḳʷəỵ'əm (Musqueam), Skwxwú7mesh (Squamish), and səl' ilwətaʔ (Tseil-Waututh) Nations, where our Vancouver office is located. The Council also recognizes Métis people and Métis Chartered Communities, as well as the Inuit and urban Indigenous peoples living across the province on various traditional territories.

BC Patient Safety & Quality Council

Our work leads to better health care for British Columbians.

We deliver the latest knowledge from home and abroad to champion and support high-quality care for every person in our province. This system-wide impact requires creativity and innovative thinking, which we combine with evidence-informed strategies to shift culture, improve clinical practice and accelerate our partners' improvement efforts.

We also understand that meaningful change comes from working together. We are uniquely positioned to build strong partnerships with patients, care providers, health leaders, policymakers, senior executives, academics and others. These connections enable us to nurture networks, recognize the needs of our health care system and build capacity where it is needed the most.

If you want to improve BC's health care system, visit [BCPSQC.ca](https://bcpsqc.ca) to access programs and resources that can help you start today.

Reimagining LTC: Enabling a Healthy Workforce to Provide Person-Centred Care

Introduction

Congratulations on your acceptance into the Reimagining Long-Term Care (LTC) program! We are excited that your care home is involved in this opportunity to improve the experience of care for residents, their families and staff through a relational quality of life approach.

This welcome package provides you with information and resources you will need to get started on your improvement journey.

About the Program

The [BC Patient Safety & Quality Council](#) (Council) has been partnering with [Healthcare Excellence Canada](#) (HEC) on supporting the LTC sector since August 2020. Participating LTC homes have received seed funding and virtual learning opportunities from HEC, as well as dedicated coaching supports and tools from the Council.

[LTC+: Acting on Pandemic Learning Together \(1.0\)](#) was the first program offered to LTC homes across the country in response to improving health outcomes related to COVID-19. From August 2020 to December 2021, *LTC+* focused on six key promising practice areas to help organizations prepare and respond to future pandemics.

[LTC Quality Improvement "QI" \(2.0\)](#) was the second phase of the national program, focused on quality improvement efforts with LTC homes based on two themes of work: People in the Workforce or Person-Centred Care and ran from January-October 2022.

[Reimagining LTC \(3.0\)](#) is the third iteration of the program and runs from January through December 2023. We have created a distinct experience for BC teams to be able to focus on a key quality of care priority: addressing the potentially inappropriate use of antipsychotic medications in long-term care among a population that exhibits responsive behaviour without demonstrable psychosis or mood disorders.

We want to provide the best care possible for our residents, which at times can be difficult because of pressures on our systems and the reality that today's seniors – our mothers and fathers, grandmothers and grandfathers – are living longer than any previous generation. Living longer increases their likelihood of experiencing declines in health that may include developing a dementia or other conditions with associated behavioural and psychological symptoms. Sometimes these symptoms result in residents receiving potentially inappropriate medications, such as antipsychotics, that can cause side effects like increased drowsiness, impaired mobility and even unexpected death.

Data from the Canadian Institute of Health Information covering 2020-21 shows that the number of long-term care residents in BC who were given antipsychotic drugs under potentially inappropriate circumstances was above the national average and increasing based on previous years. Inspiring work right here in BC has shown that we can reduce this number. Creating better teamwork, engaging residents and families, providing more structured care plans and medication reviews, and empowering staff to be part of the solution are only a few of the possible steps that have been shown to help ensure appropriate use of antipsychotics. We have an opportunity to make a difference for many of our residents together!

Reimagining LTC – Program Roadmap

The Reimagining LTC program will run from January to December 2023. Here is your program roadmap at a glance:

REIMAGINING LTC PROGRAM ACTIVITIES - 2023	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV	DEC
Reimagining LTC launch	X											
Collaborative Agreements	X	X										
Onboarding Calls		X										
Seed funding		X	X									X
Project charters			X									
Coaching Calls			X	X	X	X	X	X	X	X	X	X
First expenditure report due			X									
QI Basics Workshop			X									
BC AUA Webinar 1 Teamwork & Communication				X								
BC AUA Webinar 2 Resident & Family Engagement					X							
BC AUA Webinar 3 Non-pharmacological approaches						X						
Mid-project reporting						X						
BC AUA Webinar 4 To be determined									X			
BC AUA Final Webinar Celebration & Sharing												X
Final expenditure report & reporting due												X

Getting Ready

1. Project Charter

Project charters are due by the end of March 2023. Your coach will provide feedback on your charters. Your charters will include team member information, a problem statement, an aim statement, measures, changes ideas and key planning information. This is a living, working document and will be updated throughout the year as you progress on your initiative.

2. Seed Funding and Expenditure Reports

All participating homes are eligible for up to \$10,000 seed funding. Your first expenditure report is due by March 2023, and the first half of the seed funding (\$5000) will be distributed by end of March 2023. The remainder of the seed funding will be distributed once a final expenditure report is submitted which will be due by December 2023. The remaining funds distributed will be based on how much you spend of the \$10,000. For example, if you only spend a total of \$8000 for your initiative, your care home will receive an additional \$3000 once the expense report is submitted.

3. Coaching Calls

As a participant in the Reimagining LTC program, your team has committed to joining monthly coaching calls. The calls will be flexible and provide just in time information to meet your needs during your QI journey. These calls are an excellent opportunity for shared learning amongst your peers. You will receive calendar invites for monthly calls and a high-level agenda will be provided but the calls will be dedicated to your priorities at the time. Ad hoc 1:1 calls can be scheduled for any teams requiring additional supports.

Your Journey Has Begun!

Thank you for joining us on this journey to improve quality of care for your residents. This work is not without challenges but participating in this program will ensure that you are not alone and will provide you with many opportunities to network with your colleagues and learn from each other.

Online Resources

[BC Patient Safety & Quality Council - Reimagining LTC: BC Resources](#)

This is where you can access resources and materials ongoing throughout the program, one-stop shop. You'll find some materials there to get you started at this initial phase of improvement project initiation, including:

- [Project Charter Template](#)
- [Appropriate Use of Antipsychotics Driver Diagram](#)
- [Choosing Wisely Toolkit](#)
- [Core QI Resources](#)

[Healthcare Excellence Canada](#)

As part of the Reimagining LTC program, Healthcare Excellence Canada will be hosting monthly webinars on a variety of topics as well as a 3-hour QI basics workshop. These are optional sessions. Click on the links below to sign up and keep an eye out for topics that interest you!

- [Healthcare Excellence Canada – Reimagining LTC homepage](#)
- [Registration for Healthcare Excellence Canada monthly webinars](#)
- [Registration for 3-hour QI basics workshop](#)

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Contact Information

BCPSQC Contact Information

Throughout the program, correspondence can be sent to:



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