



Resident's First – Quality Improvement Initiative

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Healthy Communities.

What is Resident's First?

- **Residents First – Advancing Quality in Long-Term Care** is provincial in scope. The initiative is being implemented in partnership with Ontario's local health integration networks (LHINs) over a period of five years, beginning in 2010 in four regions of the province: Central East, Hamilton Niagara Haldimand Brant, Mississauga Halton and the North West.
- In early 2009, a number of organizations involved in long-term care collaborated on a broad quality improvement strategy and five-year plan for the sector. This led to the development of a new, multi-faceted initiative aimed at bringing the quality of resident care in Ontario to a level that is the best in Canada and comparable to leading jurisdictions the world over.
- A number of important activities in Ontario are already aimed at promoting quality improvement; for example, the Pressure Ulcer Awareness Program (PUAP) and the North West LHIN's Falls Collaborative. Now a new initiative, covering topic areas slated for public reporting by the Ontario Health Quality Council (OHQC) in late 2009, is being implemented in partnership with Ontario's LHINs.

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Leadership Training

- Leaders must be strongly engaged in quality improvement in order for quality improvement on the front-lines to succeed. Training provided to leaders through **Residents First – Advancing Quality in Ontario Long-Term Care Homes** will build on proven and recognized leadership curricula already developed for healthcare organizations.
- Content will include:
 - Quality of the board and its practices
 - Performance, measurement and reporting system
 - Executive and senior team accountability
 - Clinical leadership engagement
 - Resident and family engagement

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Collaboratives

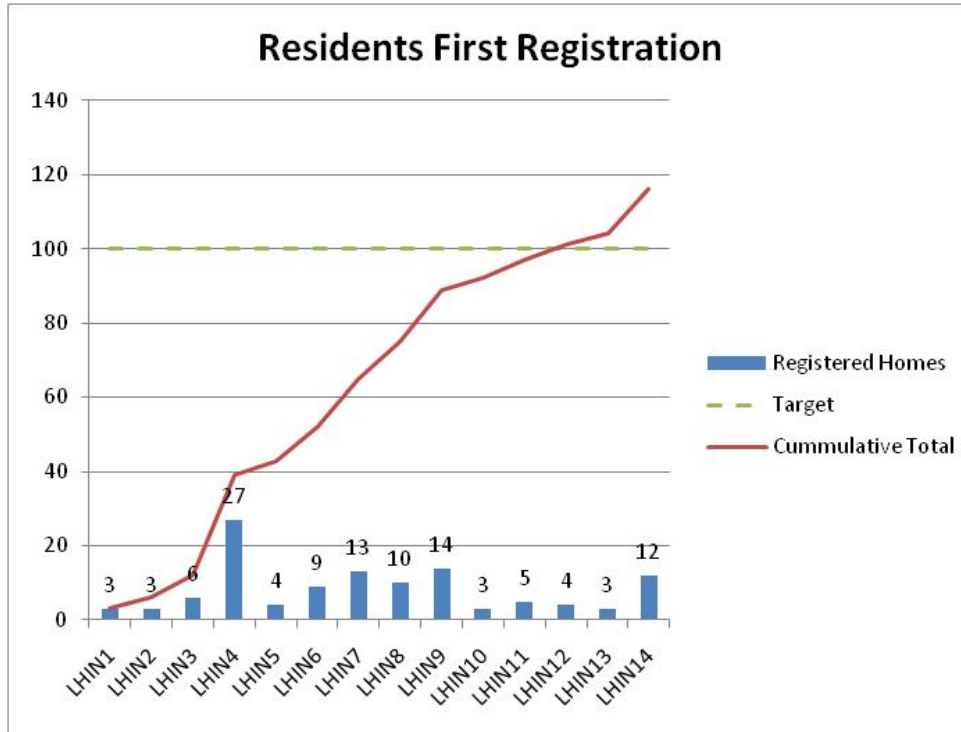
- The spread of best practices in long-term care requires organized structures and opportunities to share experiences within and across teams. In the first year of implementation, participating homes will be part of a LHIN-based learning collaborative, where a team within their home (five people per team) will work with other teams on the following topic areas:
 - Emergency department (ED) avoidance
 - Resident experience
- ...as well as one of the following clinical topic areas of the team's choosing:
- Pressure ulcer prevention
 - Falls prevention
 - Continence care

How will this Initiative Improve my Home?

- The initiative will:
 - enable shared learning in quality improvement science;
 - facilitate the spread of best practices among long-term care homes in Ontario;
 - accelerate the application of quality improvement tools and methods across the long-term care sector; and
 - develop leadership capacity to ensure sustainability.
- Expected outcomes include:
 - Reduced adverse events and improved clinical outcomes
 - Reduced ED transfers
 - Improved resident experience and staff satisfaction

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Registered Homes



116 Homes
Registered

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Status

- 16 homes in the Central East LHIN region have registered to be a part of the Resident's First Quality Improvement Initiative
- Improvement Facilitation training has already begun
- Lead Improvement Facilitator has been hired for the Central East Region
- Leadership and Collaborative Training sessions will begin at the end of March 2010
- Applications are still being accepted

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