



Champion and Trailblazer Home Celebration Webinar

June 14th, 2023
10:00 am to 2:00 pm

Strengthening Medication Safety in Long-Term Care





Zoom Webinar Platform

Maximize the Zoom window

Set appropriate volume

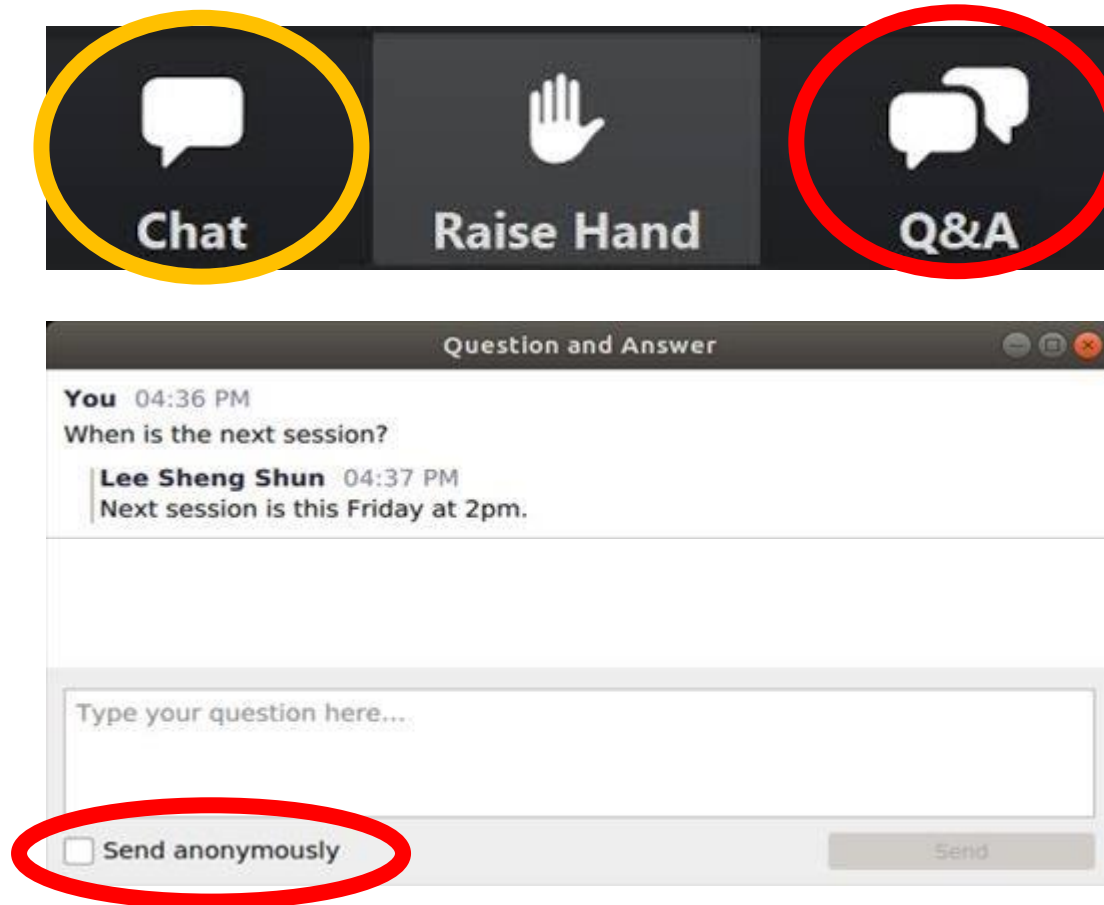
Audience settings

- Audience is automatically muted
- Audience video is disabled

WEBINAR IS RECORDED



Zoom Webinar Platform





Land Acknowledgement

We acknowledge we are hosted on the lands of the Mississaugas of the Anishinaabe, the Haudenosaunee Confederacy and the Wendat. We also recognize the enduring presence of all First Nations, Métis and the Inuit peoples.¹ We are grateful to live, work and play on this land and we want to contribute to the implementation of the Truth and Reconciliation Commission's eight health recommendations.

Nous tenons à souligner que nous sommes accueillis sur le territoire traditionnel des Mississaugas, des Anichinabés, des Haudenosaunees et des Wendats. Nous voulons également reconnaître la pérennité de la présence des Premières Nations, des Métis et des Inuits. Nous sommes reconnaissants de vivre, de travailler et de jouer sur ce territoire et nous voulons contribuer à la mise en œuvre des huit recommandations de la Commission de vérité et de réconciliation en matière de santé.

Find your land acknowledgement at <https://native-land.ca/>

¹ <https://www.tdsb.on.ca/Community/Indigenous-Education/Resources/Land-Acknowledgement>



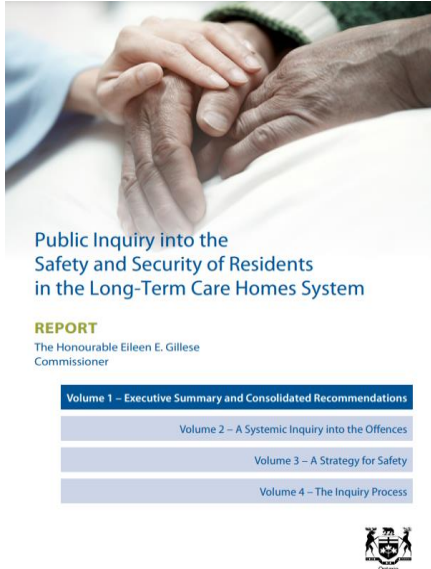
Poll Question



Who is participating in today's webinar?



An Initiative to Support the Long-Term Care Sector



http://longtermcareinquiry.ca/wp-content/uploads/LTCI_Final_Report_Volume1_e.pdf

The 3-year initiative is funded by the Ontario Ministry of Long-Term Care

This work will include addressing Justice Gillese's specific recommendations with respect to detecting potential medication incidents that would otherwise go unnoticed

Views expressed are the views of ISMP Canada and do not necessarily reflect those of the Province



Agenda

Time	Topic	Presenter
10:00 am	Opening Remarks	Carolyn Hoffman, CEO, ISMP Canada
10:10 am	Greetings - Ministry of LTC	Lori Coleman, Director, Long Term Care Response Branch, Long Term Care Policy Division
10:20 am	Champion Home Improvement Stories	<ul style="list-style-type: none">Lori Sentinel, Clinical Documentation and Informatics Lead, Upper Canada Lodge, Niagara RegionBrie Munshaw, ADOC, Cedarvale Terrace
10:40 am to 11:00 am	Measurement and Evaluation •Indicators •MSSA-LTC	Dr. Michael Hamilton, Medical Director, ISMP Canada Rajiv Rampersaud, Medication Safety Specialist, ISMP Canada
11:00 to 11:20 am	Champion Home Improvement Stories	<ul style="list-style-type: none">Lyn Francis, Director of Nursing (Acting) & Raj Parmar, BSO Lead, Bendale AcresShawna Larocque, Clinical Consultant Pharmacist, Southbridge Pinewood
	Q&A / Trivia Questions	Rajiv and everyone
11:30 am to noon	Lunch Break Trivia Questions	Rajiv and everyone
Noon to 12:15	Trailblazer Home Improvement Stories	
	Resident and Family Engagement Model Policy Adapt and Implement	<ul style="list-style-type: none">Cathy McClure, ADOC and Louann Triebner, DOC, Queensway LTC HomeChristine Fleming, Staff Educator and Anna Lei, ADOC, Chester Village



Agenda (continued)

Time	Topic	Presenter
12:15 to 12:30 pm	Preliminary Evaluation results	Dr. Michael Hamilton, Medical Director, ISMP Canada Rajiv Rampersaud, Medication Safety Specialist, ISMP Canada
12:30 to 1:00 pm	Trailblazer Home Improvement Stories Report, Learn and Act MedRec Quality Improvement Projects	<ul style="list-style-type: none">• Brittany Saini, Nurse Clinician, & Albert Jacildo, Clinical Practice Coordinator, Arbour Creek Care Centre• Theresa Hoang, Director of Clinical Services, The Reikai Centre at Wellesley Central Place• Mary Kate Garrity, DOC, Midland Gardens• Mohammad Jammoul, Manju Varughese, Tara King, Eunice Palma, Seven Oaks Long Term Care
1:00 pm	Improving Medication Safety in LTC Panel Discussion	<ul style="list-style-type: none">• Elizabeth Marinelli, DOC, Anson Place Care Centre• Brittany Saini, Nurse Clinician, Arbour Creek Care Centre• Mary Kate Garrity, DOC, Midland Gardens LTC• Theresa Hoang, Director of Clinical Services, The Reikai Centre at Wellesley Central Place• Alexis Lamsen, Manager, Clinical Practice, Niagara Region
1:40 to 1:50 pm	Consultation with Participants	All
1:50 to 2:00 pm	Closing Remarks	Carolyn Hoffman, CEO & ISMP Canada Faculty <ul style="list-style-type: none">• Jessica Kayitesi, SADO, Shepherd Lodge, Shared Accountability for Reporting, Learning & Acting



Initiative Goal

Reduce harm associated with medication management errors within Long-Term Care

The Approach

**Targeted tools, education,
facilitation and coaching
across 5 areas**

**For more info:
ismpcanada.ca**





Foundational Principles

- All activities integrate across the 4 key areas to reinforce capability and capacity building
- All activities undertaken collaboratively with the sector
- Focus on resident and family engagement/ participation as part of quality improvement teams in each home



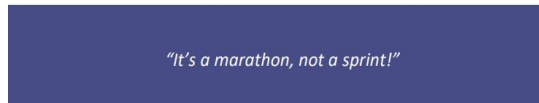
Champion and Trailblazer Homes



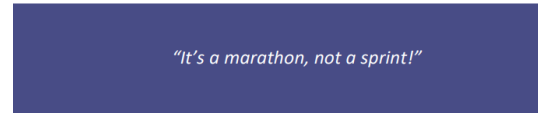
**Thank you
to our 10
Champion
Homes!**



October 2021



November 2022



**Thank you
to our 52
Trailblazer
Homes!**



Greetings from the Ministry of Long-Term Care

Lori Coleman, Director, Long Term Care Response Branch,
Long Term Care Policy Division



Champion Home Improvement Story



Upper Canada Lodge (Niagara Region)



SENIORS SERVICES

Upper Canada Lodge
5s Project

Upper Canada Lodge Team – Lori Sentinel, Clinical
Documentation and Informatics Lead

Niagara  Region



Champion Home Improvement Story



Cedarvale Terrace



Cedarvale Terrace Long Term Care Best Practice Champion Home Reducing Distractions during Medication Pass

Brie Munshaw & Lillian Liu

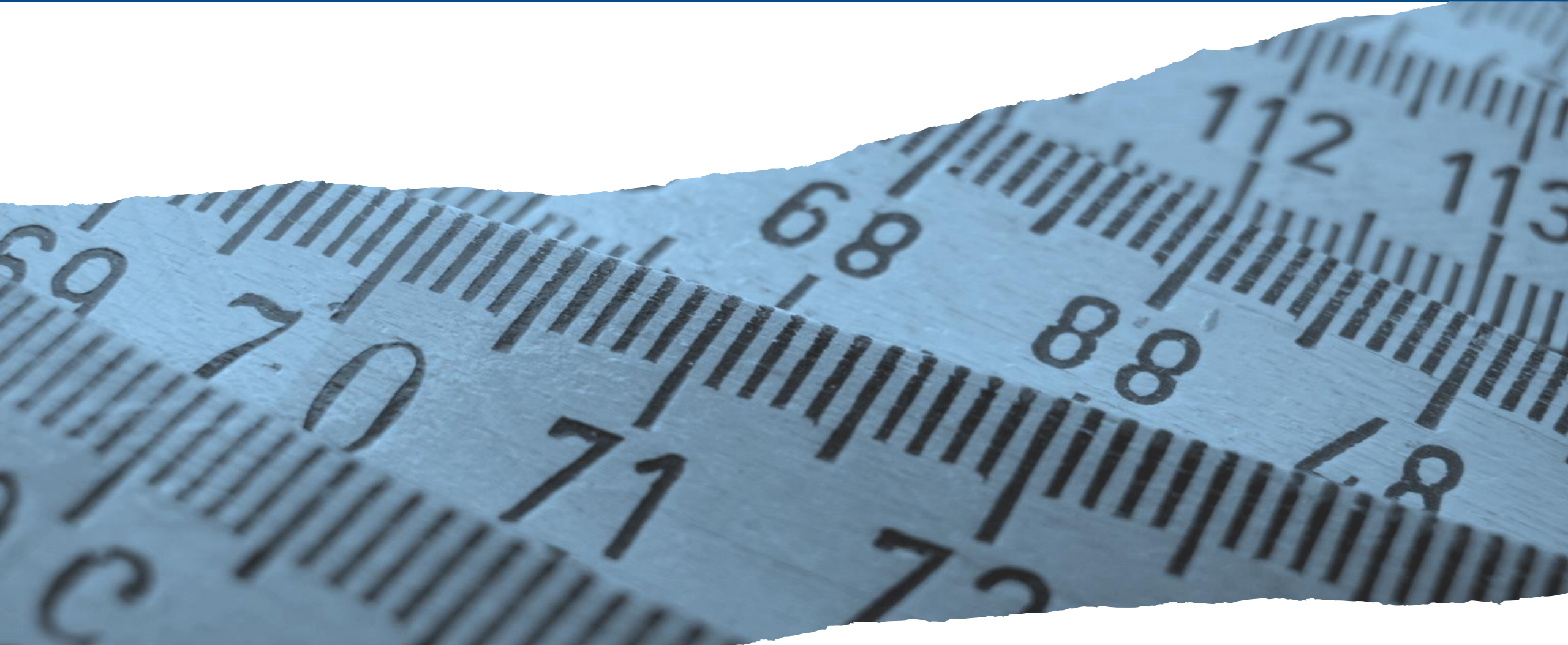
June 14, 2023

Strengthening Medication Safety in Long-Term Care





Measurement





Measurement

Why do we want to **measure**?

- Are we meeting our targets for safety and quality?
- What do we do well?
- Where do we need to put more effort?
- What can we learn from our project?
- How are we doing compared to other Homes, Sectors?



Measurement

How do we **measure**?

- **Indicators**

- are specific, observable, and measurable characteristics that can be used to show the state or level of something and identify change or progress



Measurement

Good Indicators

- **Validity**
 - dependably measure what they are intended to measure
- **Reliability**
 - reflect the level or degree of the measurement



Measurement

State or level of something

What are we measuring: Amount of harm or potential harm to residents from medication errors

Indicator: Number of Medication Errors that alter a Resident's Health Status or Require Enhanced Resident Monitoring per resident per quarter

Tool: Counting and Chart Review

specific, observable, and measurable

Valid and reliable



Measurement

Sources of Data

- Incident records
- Incident Reporting platform
- Pharmacy Service Provider
- Leadership of the Home
- LTC-MSSA
- Other reports/ meeting minutes



Measurement

Tools

- Incident management process/spreadsheets
- Incident Reporting platform
- Pharmacy Service Provider
- Incident reporting workbook and Excel spreadsheet



Measurement Tools

Tools

- Incident reporting workbook

Home:

Number of beds:

Quarter: Year: Months:

Compare these numbers with previous quarters or other homes.
 Is anything significantly different?
 Does anything need further investigation?

	Raw Number in quarter	Multiply by 100	Divide by the number of beds	This is your rate per 100 beds for the quarter
Number of <u>near-misses</u>		X 100 =	÷ beds	
Number of incidents causing no harm (reached resident but did not cause harm)		X 100 =	÷ beds	
Number of incidents causing harm		X 100 =	÷ beds	
Number of incidents causing death		X 100 =	÷ beds	
Total of above		X 100 =	÷ beds	
Number of incidents above related to contributing factor category:				
Task		X 100 =	÷ beds	
Equipment		X 100 =	÷ beds	



Measurement Tools

Tools

- Excel spreadsheet

The screenshot shows an Excel spreadsheet with the following content:

Strengthening Medication Safety in Long Term Care - ISMP Canada						
Draft Incident Reporting Form and Workbook for Ontario Long-Term Care Homes						
Version 1 - October 1, 2022.						
Home:						
Number of beds:						
Quarter:	Year:	Months:				
	Raw Number in quarter	Multiply by 100		Divide by the number of beds	This is your rate per 100 beds for the quarter	
Number of near-misses		X 100 =		+ beds		
Number of incidents causing no harm (reached resident but did not cause harm)		X 100 =		+ beds		
Number of incidents causing harm		X 100 =		+ beds		
Number of incidents causing death		X 100 =		+ beds		
Total of above		X 100 =		+ beds		
Number of incidents above related to contributing factor category:						



Measurement

You established baseline medication safety measures



Core Indicators

1. Number of Reported Medication Incidents and Near-misses per 100 beds per quarter
 - a. Per level of harm
 - b. Number of Medication Errors that alter a Resident's Health Status or Require Enhanced Resident Monitoring
 - c. Involving High-Alert medications
 - d. Per contributing factor category [Other, Task, Environment, Organization, Care Team, Resident, Equipment]
2. Number of Resident transfers to Emergency Department per 100 beds per quarter
3. Number of Usages of Glucagon/or Number of Cases of Severe Unresponsive Hypoglycemia per 100 beds per quarter
4. Resident/Essential Caregiver Engagement Survey Questions



Optional Indicators

5. Number of Adverse Medication Reactions per 100 beds per quarter
6. Number of Usages of Rescue Medication per 100 beds per quarter
7. Number of Emergency Box Medication dispenses per 100 beds per quarter
8. Number of missing or unaccounted for controlled or targeted substances per 100 beds per quarter
9. MedRec Quality Audit for medication reconciliation improvement projects: <https://www.ismp-canada.org/download/LTC/Instructions-for-MedRec-Quality-Baseline-Audit.pdf>
10. Other indicators developed for your project or meaningful to the Home



MSSA-LTC

An important component of the medication safety baseline was the MSSA-LTC





MSSA-LTC Background

ISMP CANADA

Institute for Safe Medication Practices Canada
Medication Safety Self-Assessment®

Medication Safety Self-Assessment for Long-Term Care
Introduction

LTC

Introduction
Instructions
FAQs
Printable Version

Login

Username
Password
Remember

Register
Forgot password?

New User Registration

This update of the Medication Safety Self-Assessment for Long Term Care (MSSA-LTC) was undertaken as part of the Strengthening Medication Safety in Long Term Care (SMSC) program. The Institute for Safe Medication Practices Canada (ISMP Canada) announced the launch of the MSSA-LTC in follow-up to recommendations from the Public Inquiry into the Long Term Care System (Gillies Report). One of the deliverables of the initial phase was to evaluate the safety of medication management systems in LTC Homes and to identify medication safety and risk. One of these tools is the MSSA-LTC.

The MSSA-LTC is designed to support the LTC sector to evaluate medication safety and risk.

- Heightening awareness of the distinguishing characteristics of LTC Homes
- Identifying vulnerabilities and opportunities for improvement
- Creating a baseline measurement of the current level of medication safety and risk, and,
- Monitoring progress over time through periodic repeated measurements

- Self-assessment tool used to evaluate safety of medication management systems in LTC Homes
- MSSA-LTC Canadian Version III launched in April 2021
- Requirement for funding under the Medication Safety Technology (MST) Program

MSSA-LTC Online Portal; available from:
<https://mssa2.ismp-canada.org/ltc>



MSSA-LTC Purpose



- 1) Heighten **awareness** of the distinguishing characteristics of a safe medication system
- 2) Identify vulnerabilities and **opportunities for improvement** related to medication system safety
- 3) Create a **baseline measurement** of the current level of implementation of recommended strategies for medication safety



- 4) Monitor **progress** over time through periodic repeated measurement



MSSA-LTC Structure

- 176 items divided into 18 “Key Element” sections

Section A: General

- I. Resident and Family Engagement and Partnership
- II. Care Team
- III. Communication of Medication Information
- IV. Medication Therapy Monitoring
- V. Medication Labelling
- VI. Medication Storage and Distribution
- VII. Medication Administration
- VIII. Medication System Technology
- IX. Medication Devices
- X. Work Environment
- XI. Quality Improvement and Risk Management

Section B: High-Alert Medications

- XII. General Strategies for Safety with High-Alert Medications
- XIII. Anticoagulants
- XIV. Insulin
- XV. Methotrexate for Non-Oncologic Use
- XVI. Opioids
- XVII. Oral Anti-Cancer Drugs (Chemotherapy)
- XVIII. Parenteral Infusions

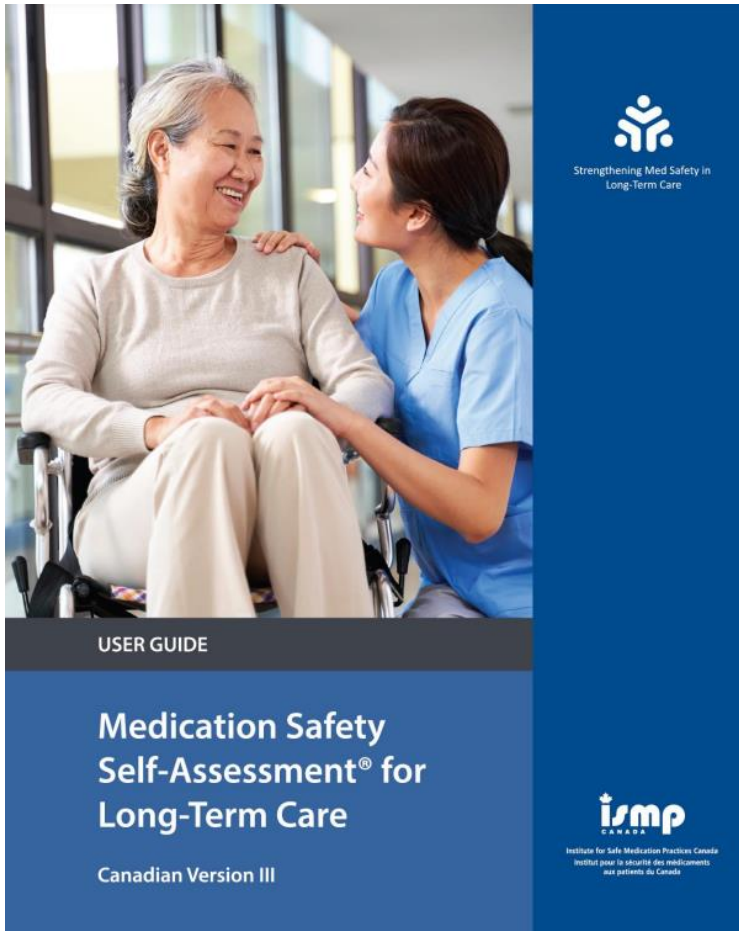


MSSA-LTC Scoring

- N=0** **Not Implemented** – Selected for items that are not in use at this time (e.g., medication system technologies). These items are designed to proactively inform safeguards if or when the practice applies in the future.
- R=1** **Rarely** – Selected for items that are implemented and in practice less than 25% of the time.
- S=2** **Sometimes** – Selected for items that are implemented and in practice 25-50% of the time.
- O=3** **Often** – Selected for items that are implemented and in practice 50-75% of the time.
- A=4** **Always** – Selected for items that are implemented and in practice more than 75% of the time. For self-assessment items with multiple components, full implementation (score of A) is appropriate only if all components are present.



MSSA-LTC User Guide



- Detailed steps for completing the MSSA-LTC, including online data entry
- View and interpret results:
 - Print summary report
 - Generate graphs
 - Develop a Quality Improvement Plan

Available from:

<https://www.ismp-canada.org/download/LTC/MSSA-LTC-User-Guide-27Jul2021.pdf>



MSSA-LTC Baseline (2021)

- **587 Ontario LTC Homes completed a baseline assessment in 2021**
 - 96% response rate (609 Homes were eligible)
- Baseline data received from an additional 18 homes in 2022, leading to a total of 608 baseline submissions

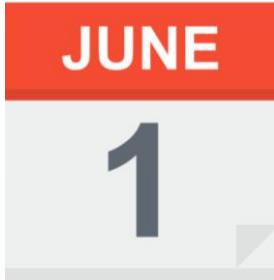


MSSA-LTC Resurvey (2022)

- On June 1, 2022, all Ontario LTC homes with an MSSA-LTC account were provided with an additional survey credit for re-assessment of their data
- **522 Ontario LTC Homes** submitted re-assessment data between June and December 2022



MSSA-LTC Resurvey (2023)



On **June 1, 2023**, LTC homes in Ontario were given access to an additional credit to complete their annual re-assessment of the MSSA-LTC online survey



- Recommend starting the 2023 re-assessment at least 12 months after the previous self-assessment was completed
- Complete the re-assessment by **September 15, 2023**, to ensure timely analysis of results



Medication Safety Baseline

Many Homes identified their projects based on findings from the Indicators or the MSSA

Homes used indicators and repeated MSSA scores to measure of the success of their projects

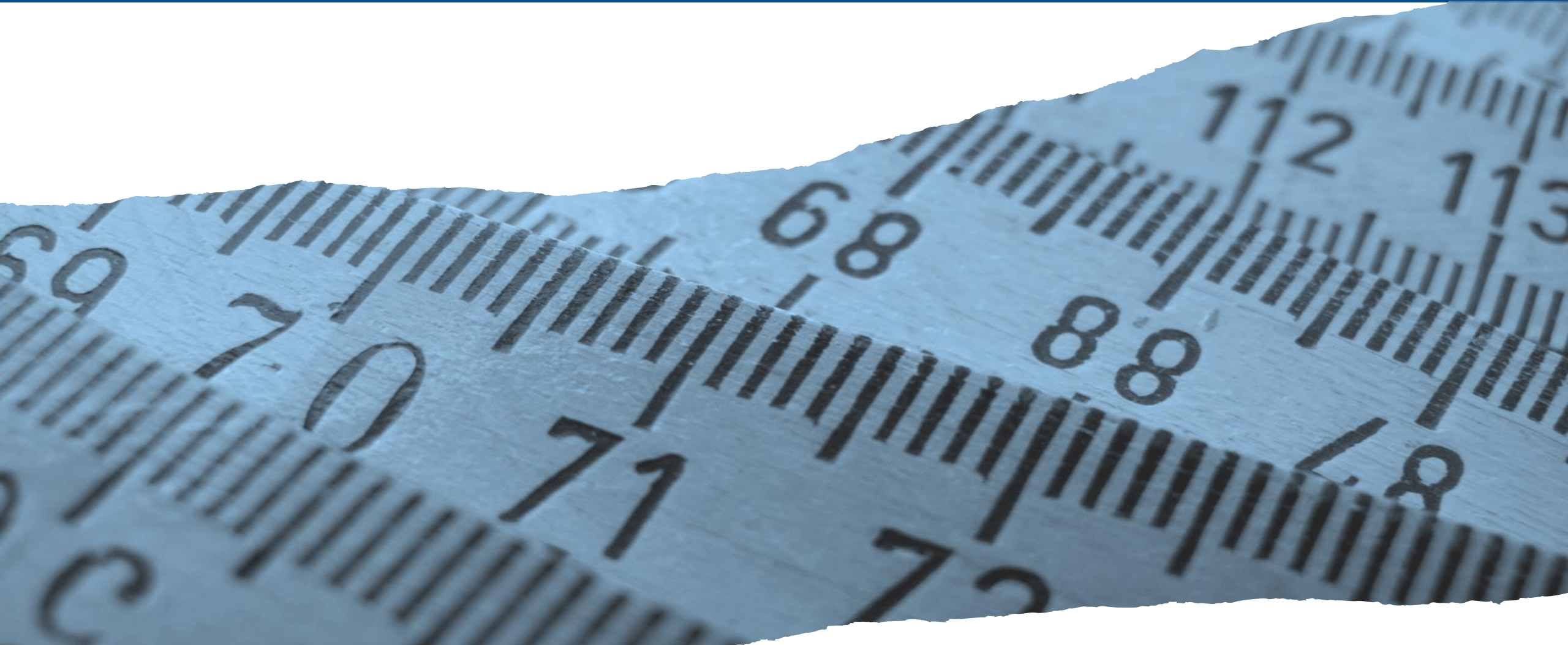


The Future

- **Use your incident data and MSSA results to identify where you may want to undertake a quality improvement exercise**
- **Review the Quality Improvement e-learning modules**
- **Use your indicators to track your progress and improvement**



Measurement





Champion Home Improvement Story



Bendale Acres



Commitment
to **CARE**

Bendale Acres – City of Toronto

Improving MedRec Quality

Presented by: Lyn Francis & Raj Parmar



Champion Home Improvement Story



Southbridge Pinewood



Southbridge Pinewood

Champion Home
Improving Medication
Reconciliation
Shawna Larocque, RPh
June 14, 2023



Strengthening Medication Safety in Long-Term Care





Submit your answers in the poll



Participant Feedback

Consultation with Participants **Word Cloud activity**



LUNCH





Trailblazer Home Improvement Story



Resident & Family Engagement



Queensway Long Term Care Home

Increasing Understanding of Medications for
Residents and Families

Cathy McClure RN ADOC
Louann Triebner RN DOC

Strengthening Medication Safety in Long-Term Care

June 14th, 2023





Trailblazer Home Improvement Story



Model Policy



Chester Village Model Policy Automated Dispensing Cabinet Christine Fleming (Staff Educator) & Anna Lei (ADOC)

June 14th, 2023



Strengthening Medication Safety in Long-Term Care





Evaluation Results

Champion Home Findings

Trailblazer Home Findings

MSSA-LTC Analysis



Champion Homes



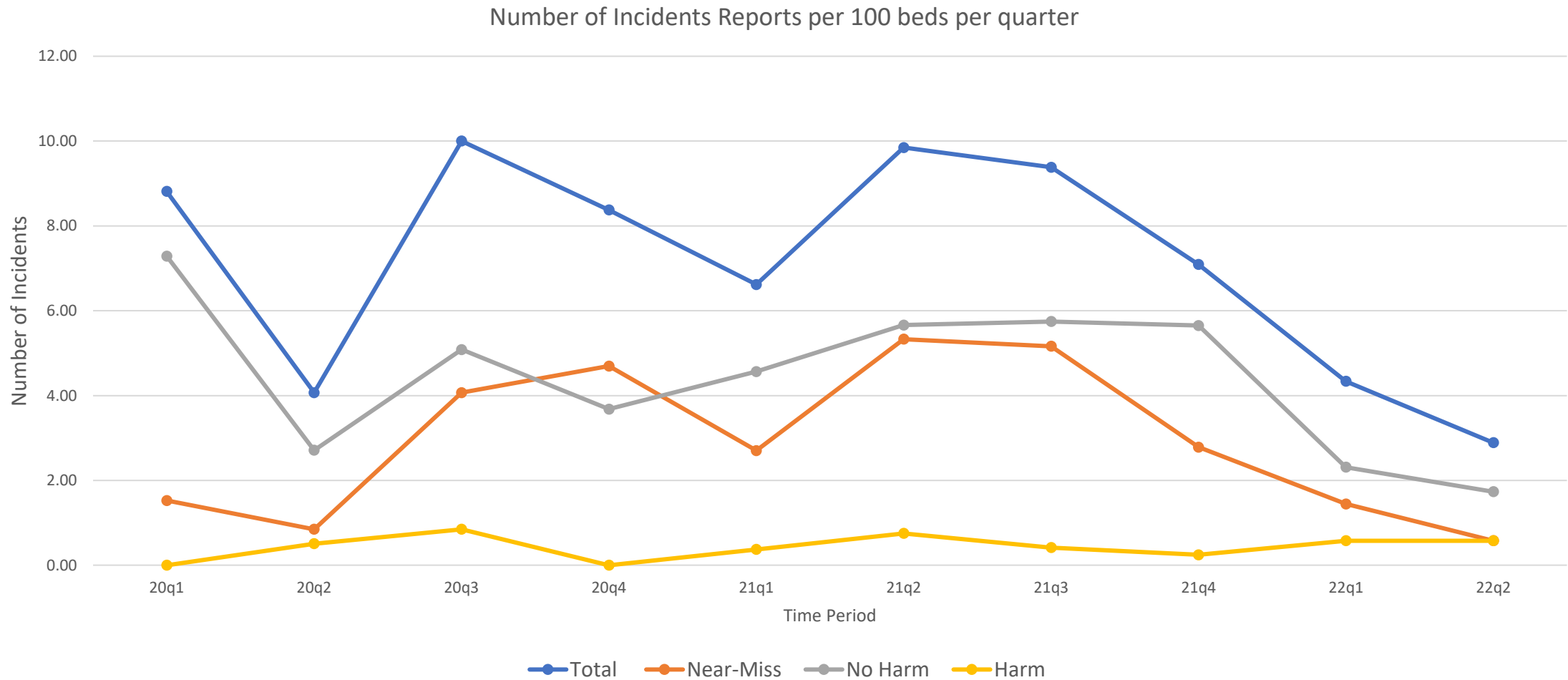
Medication Safety Indicators

Champion Homes

Number of Homes submitting data	9
Number of beds represented	1721
Number of quarters represented	44



Reporting Levels





Trailblazer Indicators

Medication incident report data

- The levels of harm
- The types of contributing factors

Number of Medication incidents that altered the resident's health status or required enhanced monitoring

Number of incidents that involved high-alert medications

Number of resident transfers to emergency department

Number of usages of glucagon/or number of cases of severe unresponsive hypoglycemia

Number of beds in your Home

Timeframe: October 1, 2021, to September 30, 2022

Normalized to 100 beds per quarter



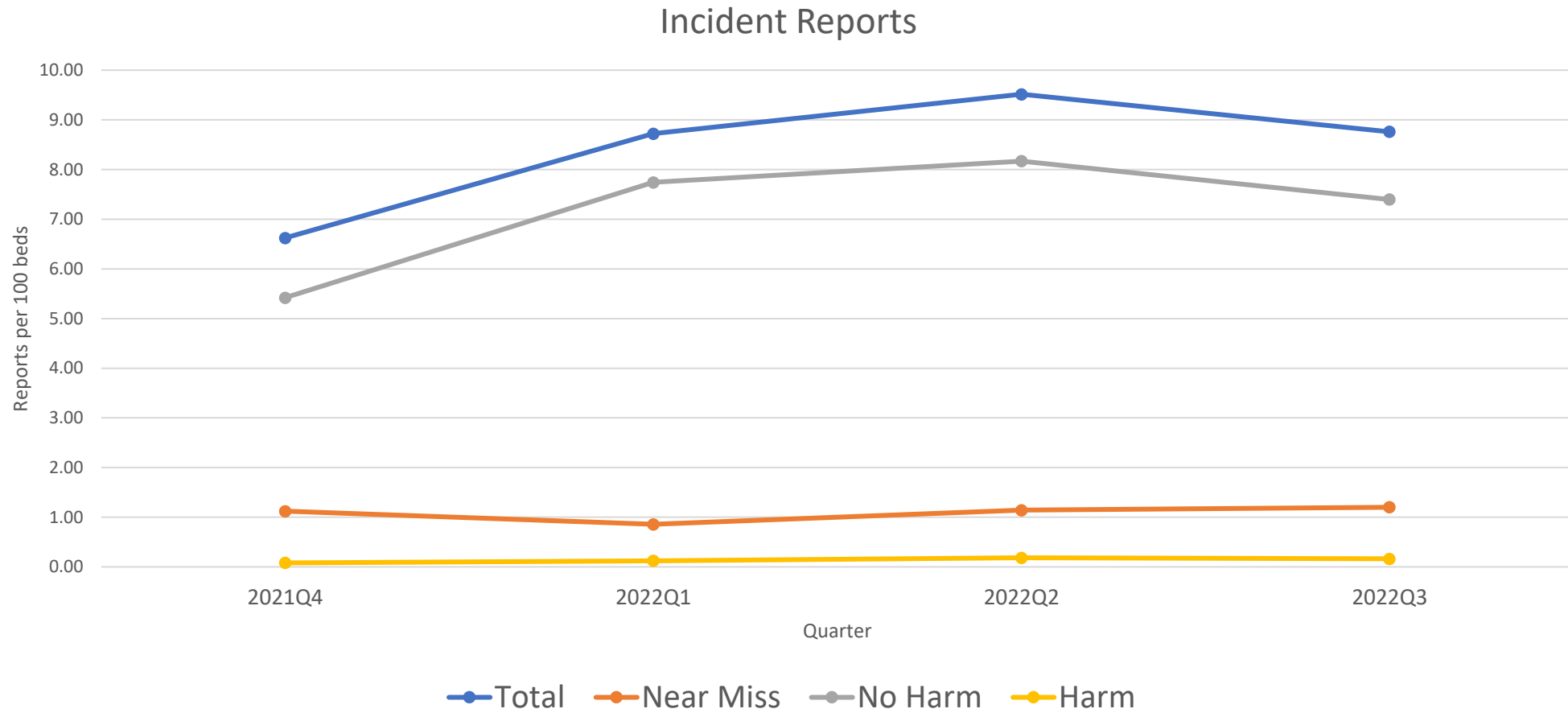
Medication Safety Indicators

Trailblazer Homes

Number of Homes submitting data	40
Number of beds represented	5950
Number of quarters represented	159

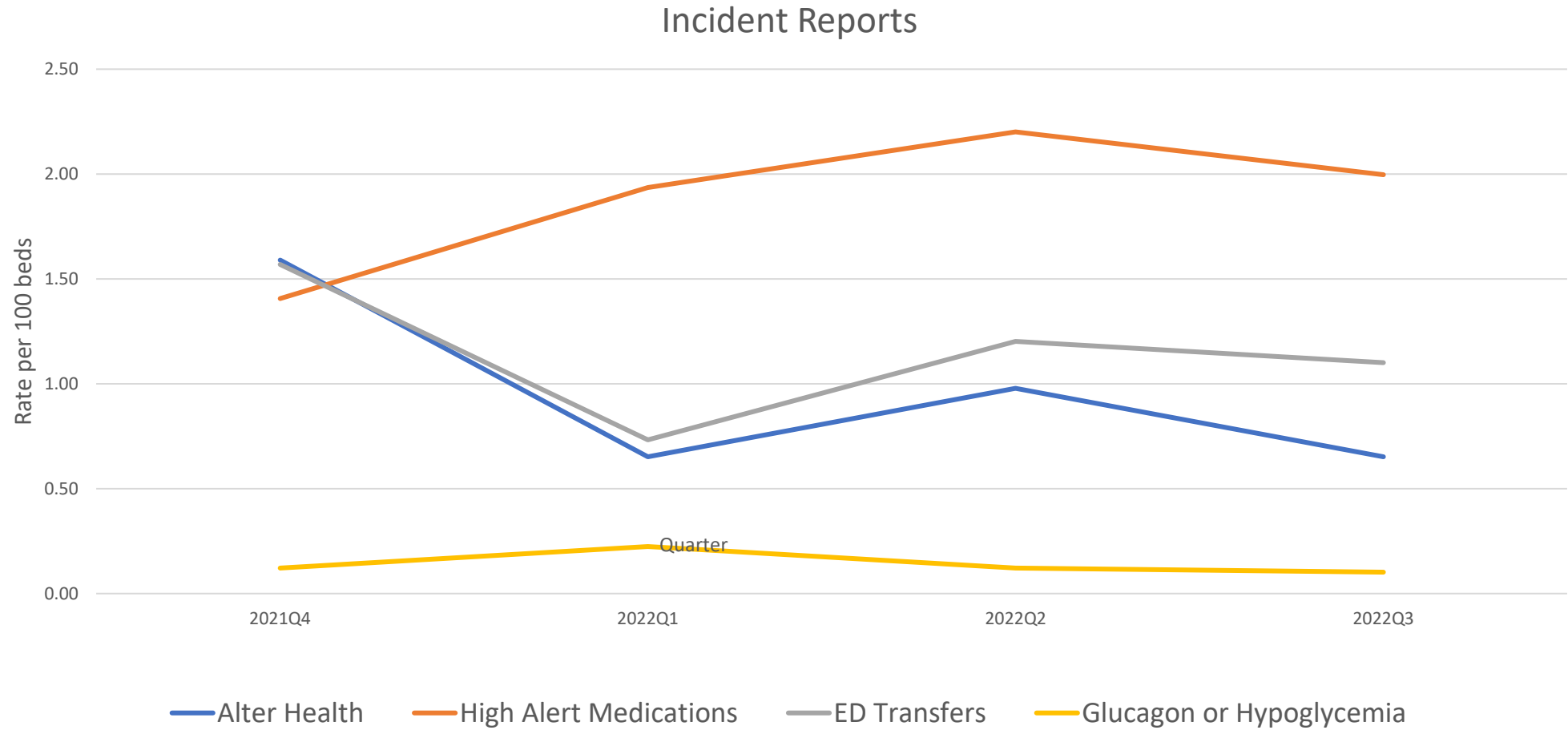


Indicators



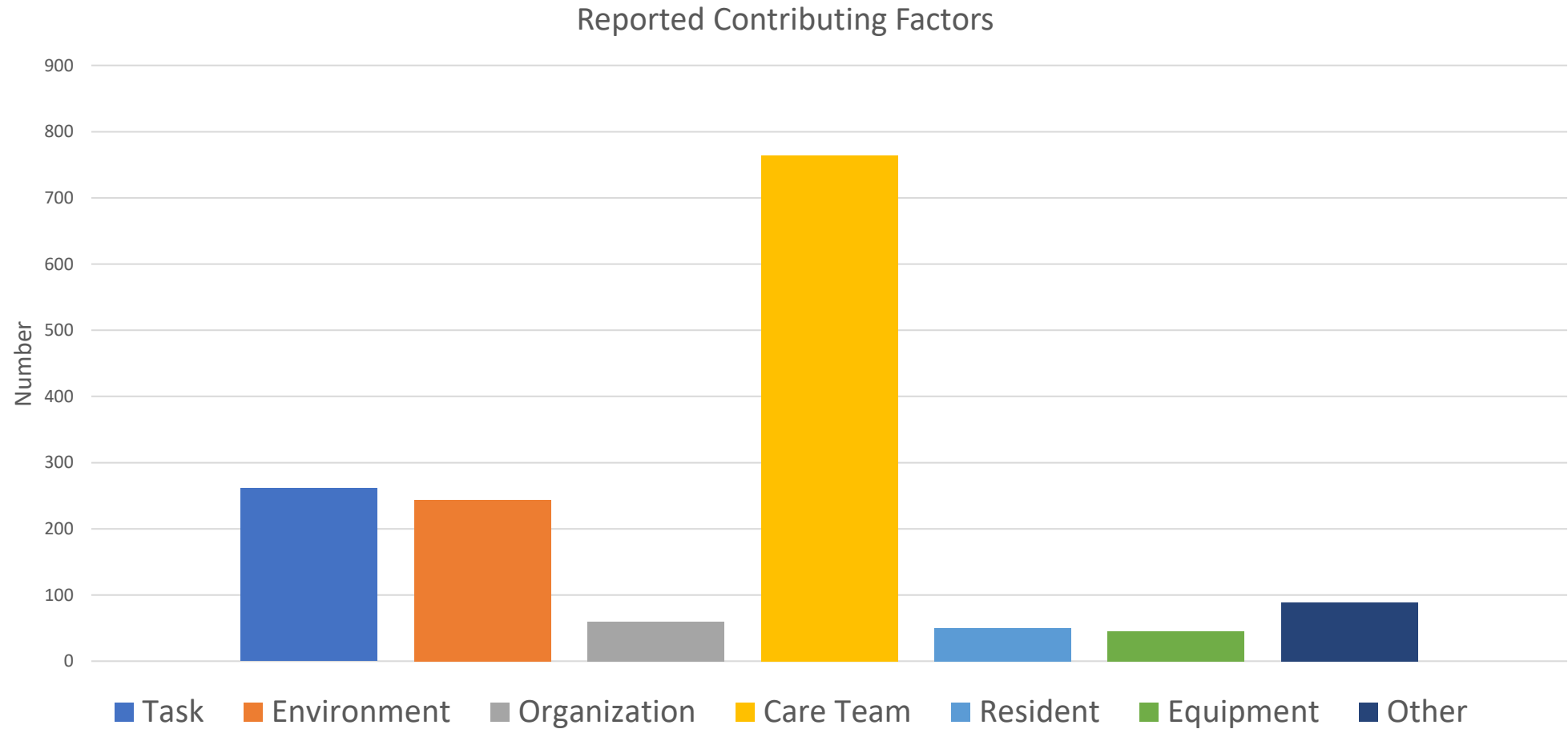


Indicators





Indicators





Trailblazer Indicators

Incident reports

- All average per 100 beds/quarter
- Total: 8.40
- Near Miss: 1.08
- No Harm: 7.18
- Harm: 0.14
- Death: 0.01

These numbers vary widely - Total incident report ranges from 0 to 65 per 100 beds per quarter



MSSA Analysis – Overview of Resurvey Results

- 522 Ontario LTC Homes submitted resurvey data between June and December 2022
- 77 of the 176 items were scored as “Always Implemented” by 90% or more of the submitting Homes
- Higher-scoring items (i.e., higher implementation) related to:
 - Availability of emergency stock medications
 - Labelled, unit dose packaging of oral solid medications
 - Limiting insulin supply available to meet resident needs and avoid overstocking



MSSA Analysis – Overview of Resurvey Results

40 items were identified as improvement opportunities, including:

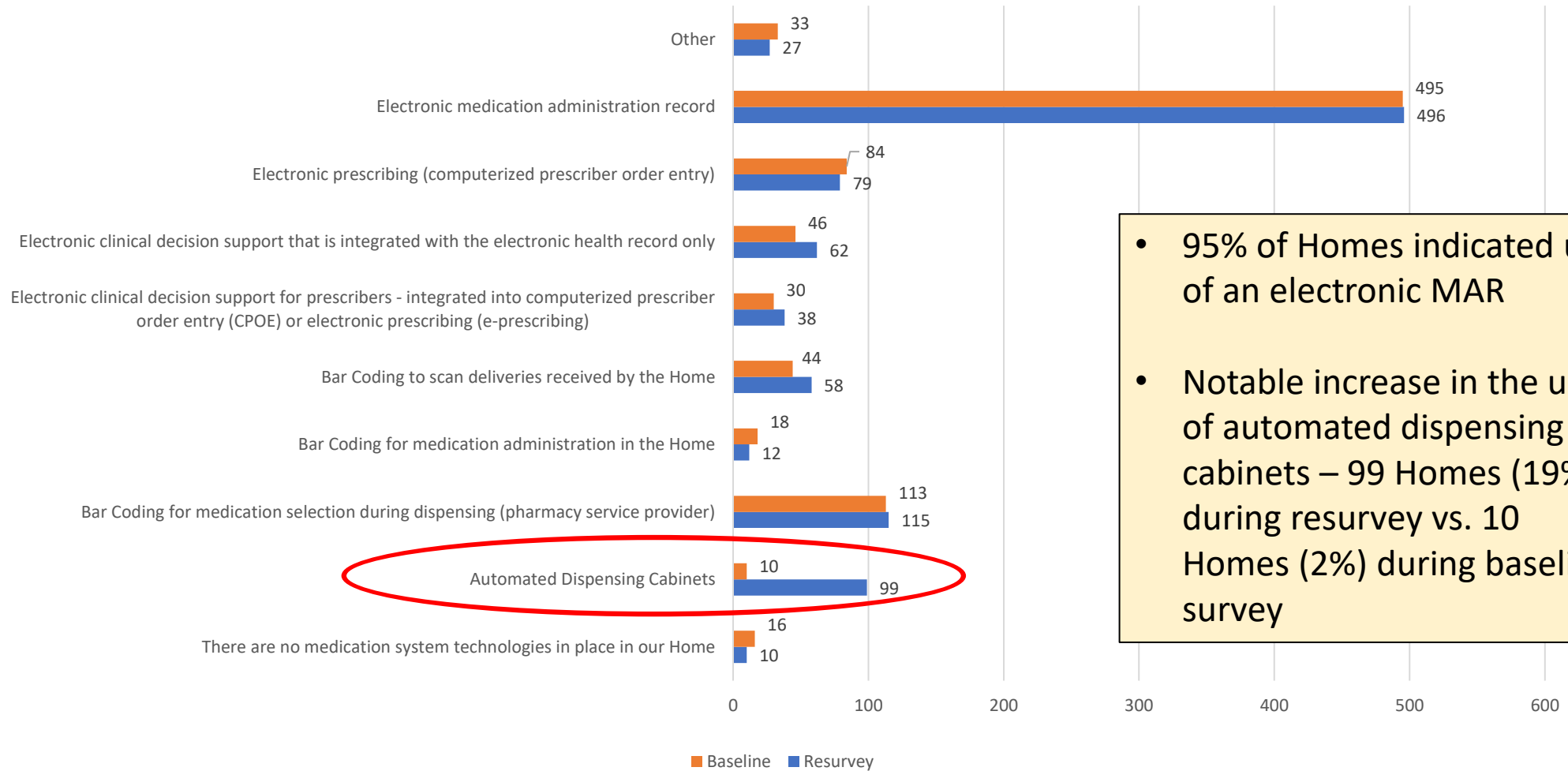
- Medication safety committee with resident/family caregiver representatives
- Use of standard order sets when prescribing insulin

Many related to technology:

- Availability of specially trained IT personnel for assistance
- Removal of high-alert medications from an automated dispensing cabinet *after* review by a pharmacist
- Quarterly audits on the use of the override function for automated dispensing cabinets



MSSA Analysis – Focus on Technology



- 95% of Homes indicated use of an electronic MAR
- Notable increase in the use of automated dispensing cabinets – 99 Homes (19%) during resurvey vs. 10 Homes (2%) during baseline survey



MSSA Analysis - Champion Homes

- Improved average scores across 17 out of 18 Key Element sections
- Key Element sections with notable increases:

Key Element	Baseline Average (2021) N = 10	Resurvey Average (2022) N = 10	Difference	Comparison to the difference for all respondents
I: Resident and Family Engagement and Partnership	74.7%	89.7%	+15.0%	+3.1%
VIII: Medication System Technology	33.4%	46.6%	+13.1%	+4.1%
IX: Medication Devices	69.6%	90.4%	+20.8%	+4.0%
XI: Quality Improvement and Risk Management	74.3%	91.1%	+16.7%	+3.8%
XII: General Strategies for Safety with High-Alert Medications	61.3%	80.0%	+18.8%	+6.4%



MSSA Analysis - Trailblazer Homes

- Improvement in average scores observed for all 18 Key Element sections, notably:

Key Element	Baseline Average (2021) N = 49	Resurvey Average (2022) N = 49	Difference	Comparison to the difference for all respondents
I: Resident and Family Engagement and Partnership	80.7%	88.3%	+7.5%	+3.10%
VIII: Medication System Technology	35.9%	48.6%	+12.6%	+4.10%
XI: Quality Improvement and Risk Management	85.6%	93.0%	+7.4%	+3.80%
XII: General Strategies for Safety with High-Alert Medications	63.3%	75.3%	+12.0%	+6.40%



MSSA Analysis - Summary

- Items with higher levels of implementation : medication administration, storage and distribution, communication of medication information
- Items with lower levels of implementation related to technology use, though notable increase observed in use of automated dispensing cabinets from 2021 to 2022
- Improvement in medication management processes seen among the Champion Homes involved in the initiative, with Trailblazer Homes showing a similar trend



MSSA Analysis –Next Steps

Analysis of results from the **2023 resurvey**

Reminder to submit data in online MSSA-LTC portal by
September 15, 2023



Trailblazer Home Improvement Story



Report, Learn & Act After a Med Incident



Arbour Creek Care Centre *Report, Learn & Act After a Medication Incident*

Brittany Saini, Nurse Clinician, Responsive Management, Inc.
Albert Jacildo, Clinical Practice Coordinator, Arbour Creek Care Centre

June 14, 2023

Strengthening Medication Safety in Long-Term Care





Trailblazer Home Improvement Story



MedRec



The Re kai Centre at
Wellesley Central Place

Improving the Medication
Reconciliation Process

Theresa Hoang
Director of Clinical Services

us02web.zoom.us is sharing your screen. [Stop sharing](#) [Hide](#)

Strengthening Medication Safety in Long-Term Care





Trailblazer Home Improvement Story



Quality Improvement (Midland Gardens)



**Quality Improvement Cohort
Antipsychotic Reduction
June 14, 2023**



PRESENTED BY MARY KATE GARRITY, RN, BScN, EdD





Trailblazer Home Improvement Story



Quality Improvement (Seven Oaks LTC)



Seven Oaks Long Term Care
Quality Improvement Stream
Reducing Late Insulin Administration
Mohammad Jammoul, Manju Varughese,
Tara King, Eunis Palma

June 1st, 2023

Strengthening Medication Safety in Long-Term Care





Improving Medication Safety in LTC Experience

Panel Discussion

- Elizabeth Marinelli, DOC, Anson Place Care Centre
- Brittany Saini, Nurse Clinician, Arbour Creek Care Centre
- Mary Kate Garrity, DOC, Midland Gardens LTC
- Theresa Hoang, Director of Clinical Services, The Reikai Centre at Wellesley Central Place
- Alexis Lamsen, Manager, Clinical Practice, Niagara Region



Panel Discussion



Questions:

1. What did you find the most helpful for improving medication safety in your home?
2. What were the challenges you faced and how did you overcome them?
3. What support do you need to take the next steps in improving medication safety?



Participant Feedback

Consultation with Participants

Word Cloud activity



Closing Remarks



Strengthening
Med Safety in
Long-Term Care



One More Trailblazer Story



Report, Learn and Act
A Shared Accountability Framework
to Medication Incident Analysis
Jessica Kayitesi



Shepherd Lodge LTC
Shepherd Village

June 05th, 2023

Strengthening Medication Safety in Long-Term Care





Thank you to all the ISMP Canada Faculty!



**Carolyn Hoffman, RN, BSN, MN,
Chief Executive Officer**



**Melissa Sheldrick, BA Soc, MSc Ed,
Patient and Family Advisor**



**Alice Watt, RPh, BScPhm
Senior Medication Safety Specialist**



**Julie Greenall, RPh, BScPhm,
MHSc, Senior Director**



**Rajiv Rampersaud, RPh,
Pharm D, Medication
Safety Specialist**



**Dr. Michael Hamilton,
BSc, BEd, MD, MPH, CCFP,
Medical Director**



**Anurag Pandey, MASC,
Quality Improvement Consultant**



**Shirley Drever, RPh, BScPhm
Project Manager**



**Sylvia Hyland, RPh,
BScPhm, MHSc
Vice President**



**Ali Shahzada
Quality Improvement
Consultant**



Thank You to Everyone that Engaged!



Strengthening Med Safety in Long-Term Care

For more information:

LTC@ismpcanada.ca

Carolyn.hoffman@ismpcanada.ca