

Enhancing the Transitions Between Long Term Care (LTC) Facilities and UHNBC for Designated LTC residents and for Newly Designated UHNBC ALCP Clients Transitioning into a LTC Facility

Presented by:

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Presenter Disclosure

- Nothing to Disclose

Challenges

- 1) LTC Leadership team identified communication challenges between LTC facilities and UHNBC.
- 2) UHNBC also identified communication challenges between UHNBC and LTC facilities
- 3) Transitioning Clients in a timely manner

Aim

To develop a communication tool between LTC Facilities and UHNBC that ensures continuity of care for LTC residents between LTC Facilities and UHNBC

- 1) Identifies the sending LTC facility with contact information and provides direction to LTC staff for sending pertinent resident documentation when sending a LTC resident to UHNBC for an acute episode.
- 2) Provides direction for UHNBC for sending pertinent resident documentation back to LTC Facilities.
- 3) Standardizes the required admission documents and process for UHNBC ALCP clients transitioning from UHNBC to LTC facilities.

Methods

Initial Phase:

- Meetings were conducted with UHNBC Social Workers, Clinical Practice Leaders, Unit Clerks and nursing staff to review current UHNBC transfer documentation.
- Reviewed LTC current transfer documents
- Explored the idea of adapting a cardiac envelope that was already in use at UHNBC



All Sites and Facilities

Cardiac Transfer Package

Form # 10-1003

Contact Number: _____ Accepting Site: _____

Date: _____ Accepting Physician: _____

- PTN Initiated: Date _____ Initials _____
- Cardiac Catheterization Referral* (Form # CARDIAC-001)
- Cardiac Catheterization Patient Transfer Summary* (Form # 10-120-5025)
- Admission/Separation (Demographics) Sheet*
- History/Consults*
- ECG*

* These forms to be faxed to the Cardiac Triage Coordinator

- Nursing Assessment/Care Plan
- Current Medication Administration Record
- Pre-Procedural Education Provided
- Label Personal Possessions

DIAGNOSTIC / IMAGING

- X-Ray Reports
- ECHO
- CT
- Lab Work
- Stress Test / MIBI Reports

Package Revision Date: January, 2017

Date Printed - November 1, 2018

Package Reorder #1838



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Methods

Development Phase:

- An initial LTC Facility-UHNBC Transfer Envelope was developed.
- Numerous revisions were completed, based on input from several LTC and UHNBC stakeholders

Long Term Care Facility-UHNBC-Long Term Care Facility Transfer Envelope

From:	Long Term Care Facility	Nursing Number	SW Number	Fax Number
	Gateway Lodge - main	(250) 612-8627	(250) 565-5571	(250) 645-6129
	Gateway Lodge – 3 rd floor	(778) 349-8780	(250) 565-5558	(250) 562-2299
	Jubilee Lodge	(250) 565-2286	(250) 961-6213	(250) 565-2778
	Parkside Care Home	(250) 612-8250	(250) 961-6213	(250) 564-9595
	Rainbow Lodge	(250) 612-9633	(250) 961-6213	(250) 563-4370
	Simon Fraser Lodge	(250) 563-3413 ext 130	(250) 563-3413 ext 120	(250) 596-3185

When sending a resident from **LTC facility to UHNBC**, please send the following **copied** documents in this envelope.

- RAI Transfer Form,
 Bedside Care Plan,
 RAI Care Plan,
 Behaviour Care Plan (If applicable)
 Copy of MAR,
 MOST,
 Allergy Sheet,
 Representation Agreement,
 Advance Directive

When returning a resident from **UHNBC back to LTC facility**, please check the appropriate boxes:

	Action:	Comments
<input type="checkbox"/> No Change in Orders	<input type="checkbox"/> Complete Medication Reconciliation and fax to facility	Per Accreditation Canada guidelines
<input type="checkbox"/> Medication Change	<input type="checkbox"/> Complete Medication Reconciliation and fax to facility and Rexall-Reid's at 250-562-5677 (n/a if from Jubilee)	If after Rexall-Reid's business hours, please also send 24-48 hours of pre-packaged resident's medications
<input type="checkbox"/> New Physician Orders	<input type="checkbox"/> Fax new ongoing orders to facility	Include updated MOST if applicable
<input type="checkbox"/> Mobility Change	<input type="checkbox"/> PT/OT assessment done & notes forwarded	Contact facility if change in equipment
<input type="checkbox"/> Respiratory Change	<input type="checkbox"/> Home Oxygen Program referral & set up	Contact facility
<input type="checkbox"/> Swallowing Change	<input type="checkbox"/> Dietitian/SLP assessment done & notes sent	Contact LTC dietitian of any changes

Discharge Date: _____

- Oral handover report given to LTC facility as above
 Interagency Transfer Report completed and faxed. Please include 72 hours of nursing notes.
 Transportation arranged:
 Ambulance or
 Family

When sending an **ALCP Client from UHNBC to LTC facility**:

- * LTC SW will coordinate discharge/admission dates, except for SFL please contact (250) 563-3413 ext 110.**
 Long Term Care Pre-Admission paperwork completed and faxed to above numbers
 MOST,
 History,
 Physician Orders,
 Pre-printed Orders,
 Bowel Care Orders,
 TB Screen
 Recent Allied Health notes copied (i.e. OT, PT, SLP, SW, Dietitian and 72 hours of nursing notes)
 Equipment organized (i.e. wheelchair, home oxygen program, etc.)
 Discharge/Admission Date Confirmed: _____
 Oral handover report given to Long Term Care Facility as above
 Interagency Transfer Report completed and faxed
 Transportation arranged:
 Ambulance or
 Family

Please send this checklist/envelope with requested documents back and forth from Long Term Care Facility-UHNBC-Long Term Care Facility with resident. Thanks!



PDSA Cycle

A PDSA (Plan, Do, Study, Act) Cycle was initiated between PG LTC Facilities and UHNBC on FMU.

- How many times have you used the envelope?
- What has worked well?
- What needs to be changed/modified?
- Would you recommend others adopt the process?

Further LTC Facility-UHNBC Transfer Envelope revisions were completed based on continuous feedback.

Risks & Barriers

- The envelope was only evaluated in one unit at UHNBC
- Lack of compliance in using the envelope
- Resistance to change
- Small sample with limited feedback
- Ineffective/delayed rollout

Phase 2 Rollout

- PG LTC Sites included:
 - Parkside Care Home
 - Rainbow Lodge
 - Jubilee Lodge
 - Gateway Lodge
 - Simon Fraser Lodge
- UHNBC Units included:
 - IMU
 - FMU
 - SSMU

UHNBC Partner Clarifications

UHNBC Occupational Therapists:

- What does equipment organized mean?

Phase 3 Rollout

Meetings were held with UHNBC Stakeholders which included:

- Directors
- Managers
- Clinical Practice Leaders
- Nursing Unit Clerks

Results Achieved

A LTC Facility-UHNBC-LTC Facility Envelope was created and implemented which has facilitated the following:

- 1) The right information is with the right resident/patient at the right time.
- 2) Communication is improving between LTC Facilities and UHNBC.
- 3) The process for sending and receiving LTC residents has been streamlined.
- 4) The process for transitioning UHNBC ALCP patients into LTC facilities has been clarified and simplified.

LTC Facility → UHNBC → LTC Facility Transfer Envelope

Please complete the following applicable section:

 When sending a resident from **LTC Facility to UHNBC**, please send the following **copied** documents in this envelope.

- | | | | |
|--|--|---|--|
| <input type="checkbox"/> RAI Transfer Form | <input type="checkbox"/> Bedside Care Plan | <input type="checkbox"/> RAI Care Plan | <input type="checkbox"/> Pertinent Nursing/Dr. Documentation |
| <input type="checkbox"/> MAR | <input type="checkbox"/> Allergy Sheet | <input type="checkbox"/> Representation Agreement | <input type="checkbox"/> Advance Directive/MOST |

From: (Please Check)	Long Term Care (LTC) Facility	Nursing Number	SW Number	Fax Number
<input type="checkbox"/>	Gateway Lodge - main	250-612-8627	250-565-5571	250-645-6129
<input type="checkbox"/>	Gateway Lodge – 3rd floor	778-349-8780	250-565-5558	250-562-2299
<input type="checkbox"/>	Jubilee Lodge	778-349-7710	250-961-6213	250-565-2778
<input type="checkbox"/>	Parkside Care Home	250-612-8250	250-961-6213	250-564-9595
<input type="checkbox"/>	Rainbow Lodge	250-612-9633	250-961-6213	250-563-4370
<input type="checkbox"/>	Simon Fraser Lodge	250-563-3413 ext 130	250-563-3413 ext 120	250-596-3185

 When **returning** a resident from **UHNBC back to LTC Facility**, please check the appropriate boxes and return in this envelope:

	Action:	Comments:
<input type="checkbox"/> No Change in Orders	<input type="checkbox"/> Complete Medication Reconciliation and fax to facility as above	Per Accreditation Canada guidelines
<input type="checkbox"/> Medication Change	<input type="checkbox"/> Complete Medication Reconciliation and fax to facility and Rexall-Reid's at 250-562-5677 (n/a if from Jubilee)	If after Rexall-Reid's business hours, please also send 24-48 hours of pre-packaged resident's medications
<input type="checkbox"/> New Physician Orders	<input type="checkbox"/> Fax new ongoing orders to facility	Include updated MOST if applicable
<input type="checkbox"/> Mobility Change	<input type="checkbox"/> PT/OT assessment done & notes forwarded	Contact facility if change in equipment
<input type="checkbox"/> Respiratory Change	<input type="checkbox"/> Home Oxygen Program referral & set up	Contact facility
<input type="checkbox"/> Swallowing Change	<input type="checkbox"/> Dietitian/SLP assessment done & notes sent	Contact LTC dietitian of any changes

Discharge Date: _____

- Oral handover report given to LTC facility nursing number as above
 Interagency Transfer Report completed and faxed. Please include 72 hours of nursing notes.
 Transportation arranged: Ambulance Family

 When sending an **ALCP Client from UHNBC to LTC Facility**:

* LTC Social Worker will coordinate discharge/admission dates with UHNBC CPL (except for Simon Fraser Lodge CPL will contact 250-563-3413 ext 111)

 UHNBC CPL will ensure the following paperwork (Package Reorder #1952) has been requested, completed, and faxed to the above receiving facility:

- | | | | | | |
|--|--|---|------------------------------------|---|--|
| <input type="checkbox"/> MOST | <input type="checkbox"/> History | <input type="checkbox"/> Physician Orders | <input type="checkbox"/> TB Screen | <input type="checkbox"/> LTC Admission Orders | <input type="checkbox"/> Bowel Care Orders |
| <input type="checkbox"/> Medication Reconciliation | <input type="checkbox"/> Recent Allied Health notes copied (i.e. OT, PT, SLP, SW, and Dietitian) | | | | |

 Equipment Organized (i.e. wheelchair, home oxygen program, etc.)

 Discharge/Admission Date Confirmed by LTC Social Worker: _____

- Oral hand over report given to LTC Facility nursing number as above
 Interagency Transfer Report completed and faxed. Please include 72 hours of nursing notes.
 Transportation arranged: Ambulance Family

Limitations to this Project

- Only included the Prince George area
- Only included patient/resident transitions between LTC Facilities and UHNBC
- Only included LTC Facilities and not Assisted Living Facilities

Conclusions

- 1) Many stakeholders contributed to this project
- 2) Several revisions based on continuous feedback from stakeholders significantly improved the project.
- 3) A very lengthy and time consuming process to achieve and roll out the LTC Facility-UHNBC Transfer Envelope.
- 4) Education to front line staff is still ongoing.

Community Partners and Stakeholders Included:

- PG LTC Facilities: Parkside Care Home, Rainbow Lodge, Jubilee Lodge, Gateway Lodge and Simon Fraser Lodge.
- PG LTC Leadership Team consisting of LTC Director, Managers, Care Coordinators, Clinical Practice Leaders, Unit Clerks, Social Workers, Occupational Therapists, Dietitian and Nurses.
- UHNBC Partners consisting of Directors, Managers, Clinical Practice Leaders, Social Workers, Unit Clerks, Occupational Therapists and Nurses.

