

# Nursing Health Services Research Unit

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McMaster University  
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## Best Practice Guidelines in Long-Term Care Phase 2: An Impact Evaluation: Fact Sheet III of III. FEEDBACK & RECOMMENDATIONS

This fact sheet (III of III) is part of a series which presents selected content from a report produced for the Ministry of Health & Long Term-Care (MOHLTC) entitled *Promoting Awareness & Uptake of Best Practice Guidelines in Long-Term Care: An Impact Evaluation. Phase 2 Interim Report*. The full report is available online at [www.nhsru.com](http://www.nhsru.com).

### **STAKEHOLDER FEEDBACK ON THE BPGLTC COORDINATOR INITIATIVE**

- The following are examples of suggestions from participants to enhance the effectiveness of the BPG Coordinator role:

#### ***Suggestions from the BPG Coordinators***

- Make geographical regions smaller
- Make all BPG Coordinator positions full-time
- Increase the number of BPG Coordinators (1 per LHIN)
- Provide opportunities for BPG Coordinators to keep up to date with ongoing implementation and evaluation of BPGs in the long-term care sector
- Appoint a lead BPG Coordinator
- Enlist the long term care (LTC) homes as the drivers of BPG implementation
- Engage community partners (e.g., stroke networks could help with implementation & sharing of knowledge & resources)
- Appoint a central office within the MOHLTC or Nursing Secretariat to enhance communication and the coordinators' understanding of the Ministry's strategic thinking in regard to the initiative.
- Keep in mind that changes in LTC sector must be gradual & repetitive
- Consider appointing a central secretary to do minutes from meetings, book flights, photocopy, & send out packages etc
- Extend the coordinators' contracts to 2010
- LTC home staffing has an impact on the BPG Coordinators' ability to train staff about BPGs as most homes don't have the staff or money available to replace those who do attend education sessions

#### ***Suggestions from Directors of Care (DOCs)***

- Continue the BPG Coordinator initiative
- DOCs, managers & administrators in LTC wanted to be more informed regarding the BPG process- one suggestion was that they all attend the BPG Champion workshops & RNAO Summer Institute to see a bigger impact at the home level
- More time & funding to allow staff to attend training & education sessions about BPGs
- Have BPG Coordinators on site for educating staff
- Link homes with academic centres & involve students in BPG implementation
- Need clear messages how the project & BPGs can benefit the homes & resident care specifically
- Homes need to continue building partnerships with other homes in their regions to share resources

#### ***Suggestions from Front-Line Staff***

- Would like to see the BPG Coordinator initiative continue
- More education for all frontline staff (RNs, RPNs, PSWs) on BPGs
- More time & staff to compensate for educational sessions
- More registered staff to share responsibility
- Funding for educational sessions & incentives to attend including overtime & more resources to implement BPGs
- Continuity of BPGs between facilities
- More full time staff & a decrease in staff turnover for more consistent staff

- Less paperwork & documentation associated with BPGs
- MOHLTC to have a more visual & participatory role in facilities
- BPGs that are more user friendly for staff, residents & family members & that are more relevant to the LTC environment
- Staff note anecdotally that they are seeing changes in resident care (i.e., decreased falls & wounds)

***Recommendations for the MOHLTC***

1. Consider increasing the number of BPG Coordinators per region OR consider funding an on-site BPG Coordinator role in each home
2. Continue to support the BPG Coordinators & LTC staff members to attend BPG-specific education & development programs (i.e. the RNAO annual Summer BPG Institute & BPG Champion Workshops)
3. Provide sustainable funding for the BPG Coordinator initiative & continue to evaluate the impact of the implementation of BPGs on patient, system, & health provider outcomes in long term care
4. Consider providing funds directly to LTC homes to support additional best practices activities such as continued staff in-services, & supplemental staffing needs
5. Encourage homes to share information about BPG implementation with resident/family councils on a regular basis