

Fall 2019

# Long-Term Care & Assisted Living Newsletter

A CARING PLACE TO LIVE...  
A GREAT PLACE TO WORK

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*"There is  
nothing as  
stable as  
change."*

## A Message from Irene Sheppard

Executive Director, Residential & Assisted Living Contract Services and Access, Care & Transition Services and ABI/CLBC/CSIL/MAiD + Palliative Care Network



The Fraser Health regional teams that oversee Long-Term Care and Assisted Living have been very busy this past year. Much has to do with provincial and federal funding that has been targeted to these services to improve the care levels for residents and clients. In addition, extensive reporting is now required from the Ministry of Health, as well as extensive data requests from the Office of the Seniors Advocate. These changes are good news as it means these service areas are getting much needed attention (and funding).

In the larger context, significant change is occurring within the health care system as the Ministry of Health has mandated and funded health authorities to transform the way Primary Care (i.e. your family physician/nurse practitioner) is delivered, and the way health authority home & community care services are organized and delivered. Long-Term Care and Assisted Living are both considered part of the newly forming Specialized Community Services Program for Seniors and Adults with Complex Medical Needs and/or Frailty (SCSP-CMF). To start with, this new program is a group of services brought together and integrated formally to serve individuals with moderate to complex needs. Fraser Health is developing a regional service delivery framework, and then will be supporting the SCSP-CMF to be implemented by March 2020 in Burnaby, New Westminster/Tri-Cities, and Maple Ridge. More to come as the transformation takes shape.



# Welcome to the **TEAM**



## Arthur Lee

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Arthur comes to Assisted Living (AL) as a Clinical Social Worker with over 17 years' experience in Fraser Health. Most recently, Arthur was a Community Care Professional for AL at Burnaby Home Health. Arthur's work in AL will be to support AL operators to manage clients with challenging behaviours. This includes working with a behavioural consultant in developing a behavioural management program for AL. Arthur is also involved in presenting Advance Care Planning, reviewing complex AL referrals, preventing/reviewing evictions, and supporting complex discharges from acute care.



## Erin Bampton

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Erin joined Fraser Health in July as Manager, Long Term Care Contract Services & Business Optimization. Erin will provide operational leadership and management for all contracted Long Term Care Homes, Group Homes, and Family Care Homes across Fraser Health. Erin will be closely collaborating with other departments including Access, Care & Transitions and the Clinical Quality team. Erin comes to Fraser Health with over 30 years' experience in healthcare in a variety of roles in BC and Alberta. Her roles have included VP and Director at Good Samaritan Society and Director at Bayside Home Health – Complex Care.

## Chronic Obstructive Pulmonary Disease (COPD) Updates

The Fraser Health BreatheWELL Program was a four-year project that completed in April 2017. BreatheWELL was very successful in increasing awareness, prevention and management of COPD flare-ups.

An evaluation showed a **64% decrease** in the number visits to ER for LTC clients with COPD (from 286 to 102 visits), based on a cohort of 1,020 residents with COPD assessments.

**NEW!** Residents with COPD no longer need to be enrolled in the BreatheWELL Program as it is part of Community Respiratory Services. Care teams are asked to develop a plan of care for prevention and management of COPD flare-ups for residents with a diagnosis of COPD. As part of the care plan, we are encouraging physicians to sign the COPD pre-printed order that enables faster management of a flare-up.

### What's Next?

A COPD Shared Work Team has been formed for long-term care to sustain the successes of the BreatheWELL program. **New tools and education materials** will be released in November.



### Questions?

Gita Rafiee, Clinical Nurse Specialist [gita.rafiee@fraserhealth.ca](mailto:gita.rafiee@fraserhealth.ca)  
Kim Martin, Clinical Nurse Educator [kim.martin@fraserhealth.ca](mailto:kim.martin@fraserhealth.ca)



# Fleu Season is coming...

...and so are new tools for preventing and managing pneumonia

The Long-Term Care (LTC) Pneumonia Shared Work Team (SWT) has developed a Pneumonia Clinical Protocol Pre-Printed Order, SBAR and Prevention and Management of Pneumonia Algorithm.

## The main goals are to:

- Facilitate structured and timely communication of relevant information among the care team when pneumonia is suspected
- Provide evidence-based practice tools for prevention (via Interventional Patient Hygiene model), identification, and management of pneumonia
- Optimize a palliative approach to care that aligns with the resident's wishes and preferences for pneumonia treatment and management



**Please watch your email for upcoming education sessions!**

Ann Jamieson-Wright, Clinical Nurse Educator, Long Term Care Services  
Gita Rafiee, Clinical Nurse Specialist, Long Term Care and Assisted Living services

## Reducing Transfers from Assisted Living to Emergency Departments



This fall, three Assisted Living sites are participating in a Preview-ED pilot project: Dania Home, Tabor Court, and The Residences at Morgan Heights. The goal is to identify early health decline to reduce AL clients making unnecessary visits to the Emergency Department. The Preview-ED tool focuses on 4 conditions: Urinary Tract Infections, pneumonia, Congestive Heart Failure, and dehydration. Part of this work will include identifying who is most at risk of Emergency Department transfers in Assisted Living and determining appropriate actions and reporting. The Preview-ED tool is currently used in long-term care sites in Fraser Health and across Canada. This is the first time Preview-ED will be used in an Assisted Living setting. If successful, Preview-ED will be rolled out regionally across all Assisted Living sites in Fraser Health.

# What does Quality Mean for Family Members in Long-Term Care?



On July 11, 2019, a focus group was held with family members of individuals living in long-term care. Four family members attended the session that was hosted at the City Centre Library in Surrey.

Participants included adult children and spouses of individuals currently or previously (within the last two years) residing in a long-term care home within Fraser Health region.

Themes that emerged when participants were asked **“what matters most for quality in long-term care?”**

- Access to information to make care decisions
- Communication and connection between staff, residents and family

## What's next?

Feedback from family has been incorporated into a new **quality assurance framework** for long-term care that will be available soon.

### For more information:

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