

AN HQO INITIATIVE  
**ResidentsFirst**

# Advancing Quality

in Ontario Long-Term Care Homes



[www.residentsfirst.ca](http://www.residentsfirst.ca)

 **Ontario**  
Health Quality Ontario



**Residents First** is one of the most comprehensive and innovative quality improvement initiatives in Canada. The goal of this initiative is to strengthen the long-term care sector's capacity for ongoing quality improvement.

Residents First strives to ensure each resident in Ontario's long-term care homes enjoys safe, effective and responsive care that helps them achieve the highest potential quality of life.

Residents First participating homes will receive training to support their quality improvement efforts in topics such as:

- Preventing falls
- Preventing pressure ulcers
- Behavioural Supports
- Emergency department utilization
- Continence care
- Continuity of relationship with residents

These areas were chosen because they are known to have a big impact on the quality of life of residents. An example is enhancing the caregiver-resident relationship. When the same staff consistently provides care to the same residents, evidence shows that residents have a greater sense of comfort and security. Additionally, this consistency can improve the ways in which different caregivers in the home work together, increasing their awareness of residents' needs and changes in their condition.

This partnership-driven initiative was developed with the input of a broad range

of stakeholders, including organizations representing homes, residents and their families. These groups continue to have input as members of the provincial steering committee that guides implementation.

Residents First is grounded in quality improvement science that has been demonstrated to deliver results, with training provided by Health Quality Ontario (HQO). This initiative is supported by the Ontario Ministry of Health and Long-Term Care.

To date, Residents First has trained more than 1900 long-term care staff and leaders from across the province and 90% of Ontario's long-term care homes have taken part in one of the initiative's learning streams. The intention is to have every home in the province participating by 2014.

To become involved in this exciting initiative, contact [info@residentsfirst.ca](mailto:info@residentsfirst.ca). Residents First offers different learning streams for customized training in quality improvement for long-term care leaders and staff.

These streams are:

### 1) Collaborative Learning

The spread of best practices in long-term care requires structures and opportunities to share experiences within and across teams. Each participating home will assemble a five-member quality improvement team to join a Residents First Learning Collaborative.

Through this Learning Collaborative model, teams will work on the same topic, and develop shared aims, measures, and change concepts. Learning workshops will teach participants to apply quality improvement tools and methods in their own practice and encourage the sharing of their experiences. Quality improvement teams are supported throughout this process by improvement facilitators, web-based tools,

## Long Term Care Homes Performance demonstrating Capacity and Capabili

# 575

Number of leaders who have completed Leading Quality

# 433

Total number of homes which completed team-based training

and communications. Teams provide monthly reports on their progress and challenges, and share information through monthly teleconferences and four face-to-face meetings over a 12 month period.

## 2) Improvement Facilitation

Residents First is partnering with Behavioural Supports Ontario (BSO) to offer improvement facilitator (IF) training throughout Ontario's LHINs. This free, three-day, in-person training will include two days of intensive IF quality improvement training concentrating on the Model for Improvement and Lean methodologies. The third day is designed to assist the IF in applying the newly acquired knowledge and skills to responsive behaviours (in particular, linking with BSO).

“We’ve been able to make better care decisions and be more proactive as a result of the quality improvement tools and the initiative.”

Sean Weylie,  
Administrator,  
Leisureworld  
Brampton Meadows



e measures  
ty building

1966

Number of team members trained

877

Number of IF's Trained  
(as of October 2012)

Offering IF training to long-term care home staff is one way Residents First is building capacity. Staff with IF expertise in your home can add significantly to your home's quality improvement infrastructure. This training through Residents First and BSO is a significant professional development opportunity that can also help support the sector with quality improvement advancement and specific techniques that can be applied to behavioural supports.

A photograph of an elderly woman with short, curly grey hair, wearing a white button-down shirt and a light green skirt, sitting in a blue and black wheelchair. She is smiling and looking towards the camera. A caregiver with long dark hair, wearing a white cardigan and light-colored pants, is standing behind the wheelchair, pushing it. They are on a paved path that curves through a lush green park with large trees in the background under a clear blue sky.

“Our personal support workers who’ve been trained through Residents First have helped us save 15 hours per month. We are using this time saved for more resident care.”

Sherry Li, Administrator,  
Mon Sheong Richmond Hill  
Long-Term Care Centre

## Questions?

If you have any questions about Residents First, please visit [www.hqontario.ca](http://www.hqontario.ca) or [www.residentsfirst.ca](http://www.residentsfirst.ca) or contact us directly at [info@residentsfirst.ca](mailto:info@residentsfirst.ca).

## About Health Quality Ontario

Health Quality Ontario (HQO) is a partner and leader in transforming Ontario's health care system so that it can deliver a better experience of care and better outcomes for Ontarians and better value for money. HQO's legislated mandate under the *Excellent Care for All Act*, 2010 is to evaluate the effectiveness of new health care technologies and services, report to the public on the quality of the health care system, support quality improvement activities and make evidence-based recommendations on health care funding. HQO is an arms-length agency of the Ontario government. Visit [www.hqontario.ca](http://www.hqontario.ca) for more information.

## Partners:

