

Advancing Quality

in Ontario Long-term care Homes



Frequently Asked Questions

Why is this home participating in Residents First?

We've joined this provincial initiative because it provides valuable support to everyone who works here in areas that are important to our residents' quality of life – such as safety and preventative care. Residents First is also helping our caregivers identify new ways to work more efficiently, which will free up their valuable time.

What does this initiative mean for residents?

Advancing the quality of care for all residents in our province's long-term care homes is at the heart of this initiative. Residents First provides our leaders and staff with knowledge, training and tools – so they can work on areas that can affect our residents' quality of life, such as falls, pressure ulcers or incontinence.

What specific areas are being addressed?

The areas of focus for Residents First-participating homes are:

- Emergency department utilization
- Preventing falls and pressure ulcers
- Continence care
- Supporting continuity of relationship with residents
- Behavioural supports



The Residents First Initiative

Residents First is a provincial quality improvement initiative that supports all Ontario long-term care homes in providing safe, effective and responsive care to their residents. By working together, we can ensure that all residents enjoy the same high quality of care.

Why were these areas selected?

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 provide care to the same residents consistently, 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.



What sort of changes can I expect to see?

A lot of the changes relate to prevention, safety and better organization. When a fall or a pressure ulcer is prevented or when doing work differently means caregivers have more time for residents – that's excellent care! We'll share these successes with families because everyone's really proud of their work.

Who's leading Residents First?

Residents First is a provincial initiative made possible through the support of the Ontario Ministry of Health and Long-Term Care. Implementation is a team effort involving Ontario's local health integration networks (LHINs), as well as associations representing homes, and organizations representing residents and their families – such as the Ontario Association of Residents' Councils and the Ontario Family Councils' Program. These groups have input on an ongoing basis, as members of the provincial steering committee that is guiding the implementation of the initiative. Training is being delivered by experts in quality improvement through Health Quality Ontario.

Whom do I talk to if I have questions about Residents First?

Talk to our home administrator.

How can people with a family member or a friend in this home become more involved?

Talk to this home's administrator or our Residents First contact person about how to provide feedback. You can also participate in meetings of councils within this home. Your participation will encourage constructive dialogue to the benefit of all of the people who live here. Visit www.residentscouncils.ca, or www.familycouncilmembers.net to find out more about the work of these councils.

For more information write to us at info@residentsfirst.ca or visit our website at www.residentsfirst.ca.

Partners:

