

Collaborative Learning



The spread of best practices in long-term care requires structures and opportunities to share experiences within and across teams. A five-member team in each Resident First participating home will join a learning collaborative (series of structured learning events). Teams will focus on specific topic areas that address safety and quality of care. Areas of focus include:

- Avoiding unnecessary emergency room transfers
- Responsive behaviours
- Preventing falls
- Preventing pressure ulcers
- Continence care
- Supporting continuity of relationship with residents

Team members will be part of an ongoing dialogue aimed at bringing about positive outcomes in these areas. They will share their knowledge with other staff and support positive changes in their individual homes.

Who Should Participate?

Representatives from:

- Administration
- Clinical leads
- Personal Support Workers
- Rehab

Physician representatives will be invited for select portions.

Benefits of Participation

- Improve your performance measures related to key quality indicators
- Gain an understanding of quality improvement methods
- Acquire quality improvement resources
- Share learning with your peers

Designed for the Sector by the Sector

Residents First was shaped and developed with the input of a broad range of long-term care sector stakeholders. These groups continue to have input on an ongoing basis as members of the provincial steering committee that is guiding implementation.

Members include:

Concerned Friends of Ontario
 Citizens in Care Facilities
 Health Quality Ontario
 Institute for Safe Medication Practices Canada (ISMP Canada)
 Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS)
 Ontario Association of Residents' Councils (OARC)
 Ontario Family Councils' Program
 Ontario Long Term Care Association (OLTCA)
 Ontario Long Term Care Physicians
 Ontario's Local Health Integration Networks (LHINs)
 Quality Healthcare Network (QHN)
 Registered Nurses' Association of Ontario (RNAO)
 Seniors Health Research Transfer Network (SHRTN)

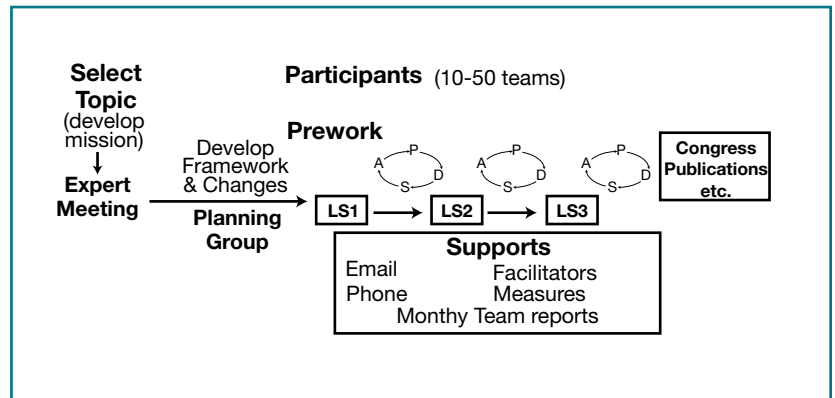
Residents First is supported by the Ontario Ministry of Health and Long-Term Care.



Approach

The *Breakthrough Series Collaborative Model*¹ is the preferred model for Residents First. Through this model, teams work on the same topic, develop shared aims, measures, and key change concepts. They share information through monthly teleconferences, and meet four times over a period of 12 months (see the figure below). Typically, teams participate in three, two-day learning sessions followed by a day-long congress. Learning workshops teach teams to apply quality improvement tools and methods in their own practice, and offer opportunities to share their experiences through an “all teach, all learn” philosophy. Teams are supported throughout this year-long process by improvement facilitators, web-based tools, and communications. Teams provide

monthly reports on their progress and challenges. Virtual meetings, as well as traditional face-to-face sessions, may also be held.



¹The Breakthrough Series: IHI’s Collaborative Model for Achieving Breakthrough Improvement. IHI Innovation Series white paper. Boston: Institute for Healthcare Improvement; 2003. (Available on www.IHI.org)

Partners:

