

Improvement Facilitation



The homes who participate in Residents First have the option of designating someone within their organization to be trained as an improvement facilitator. Improvement facilitators are key roles that are being created in all participating homes through this initiative. They will act as mentors and coaches to support, encourage and engage staff in their homes throughout their quality improvement journey.

This is a significant professional development opportunity that long-term care homes can use to enhance their current quality improvement activities. The objective is to identify candidates within participating homes.

Approach

A comprehensive long-term care improvement facilitator curriculum will provide consistent knowledge and skills. This curriculum will include:

- The Model for Improvement
- Rapid cycle improvement
- The use and frequency of measures
- Resources for basic change concepts
- Team building skills
- Process improvements

Training is aligned with content from recognized international quality improvement organizations. Improvement facilitators will return to their home with a deeper understanding of:

- Quality improvement principles and processes
- How to assess and measure changes and outcomes
- Quality improvement tools and tools relevant to frontline staff

Ongoing support and professional development is also provided to strengthen this emerging role, spread a culture of quality improvement and increase Ontario's capacity for quality improvements through a Community of Practice.

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)

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