Supporting Quality care for the Dying
In Residential Long term Care

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Long Term Care in Canada

- Not insured service under the Canada Health Act
- An “extended service” no obligation on the part of governments to provide a standard range of services
- Variations in how long term care is funded, governed and owned
Challenges in Residential Long Term Care

- Funding Formulas for operating budgets
- Improved Staffing
  - Increased levels of staffing
  - More full time staff
  - Mix of staff
  - Minimum training requirement for personal support workers
  - Continuing education
Challenges in Residential Long Term Care

- Medical care
- Public Accountability
- Standards and compliance
Profiles of Users

- Intended for those who require 24-hours nursing care and supervision within a secure setting.
Palliative Care in LTC Facilities

- Available evidence indicates the quality of care provided to LTC residents is often inadequate
Improving Palliative Care

- **International Developments**
  - **United States**
    - Hospice medicare
    - Specialized hospice units
    - Consult
  - **Australia**
    - Guidelines
  - **United Kingdom**
    - End-of-Life programme
  - **Canada**
    - Education
Issue of Development

- Transferability
- Sustainability
Developing a way Forward
Individual

- Education
- Data feedback
- Leadership development
- Guideline, protocol, pathway implementation
- Academic detailing
Group / Team

- Interprofessional education
- Define core competencies for interprofessional care
- Clarify roles and responsibilities in an interprofessional care environment
- Developing standards and performance measures on team effectiveness
- Interprofessional rounds
Organization

- Knowledge management / transfer
- Continuous quality improvement / total quality management
- Transformational leadership
- Organizational development
Larger System / Environment

- Accrediting / licensing
- Public disclosure (report cards)
- Funding policies
- Legal system
- E-health strategies
Putting the Levels Together
Drivers for Change

- Hands on approach by Leadership and Managers
- Decision making devolved to front line staff
- Human resource issues - training and education
- Dedicated resources (funding)
- Internal communication (staff, residents, families)
- External collaboration (partnerships)
- Feedback

(Greenhalgh, Robert, Macfarlane, Bate, and Kyriakidou; 2004)
The end