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
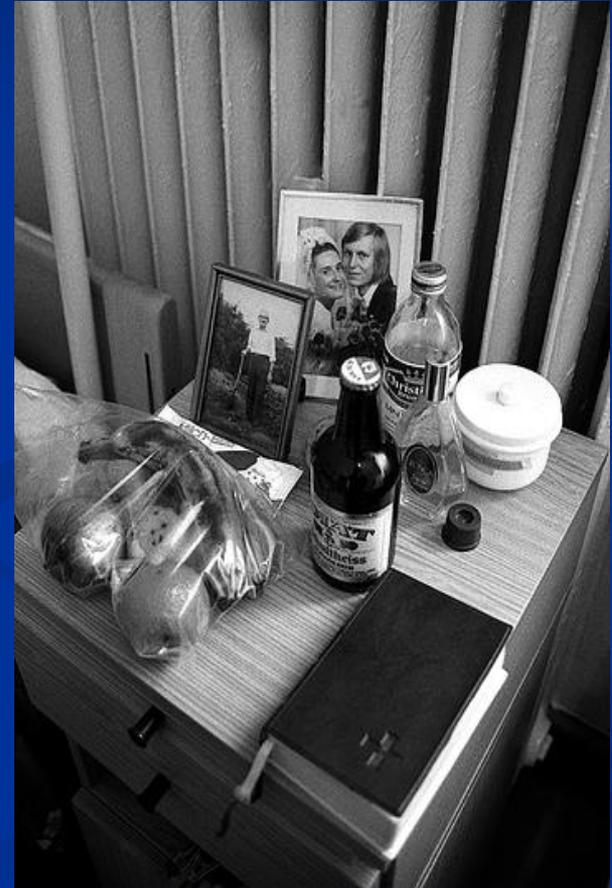- Academic detailing

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
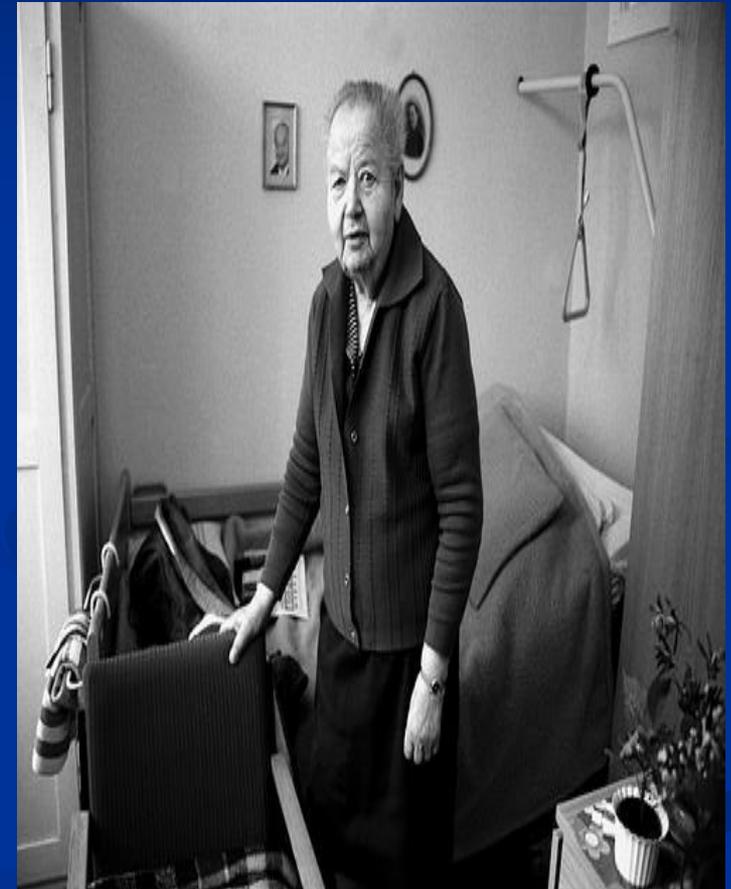- Interprofessional rounds

Organization

- Knowledge management / transfer

- Continuous quality improvement / total quality management

- Transformational leadership
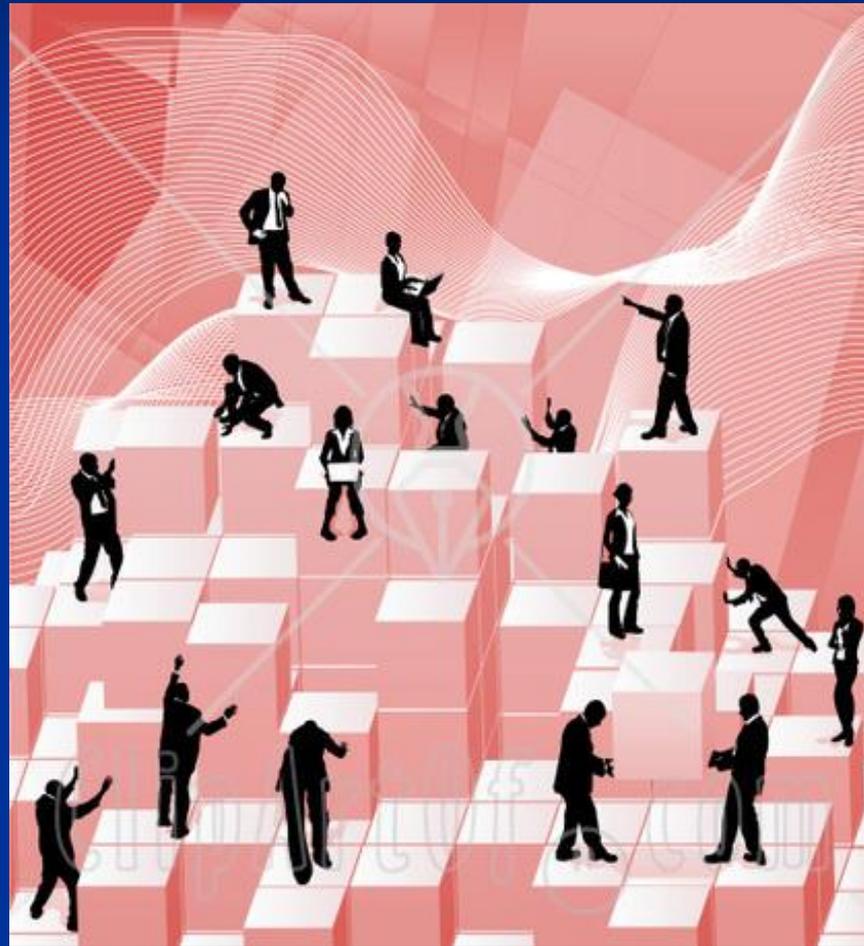
- Organizational development

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