



Getting Started with Medication Safety Self- Assessment for Long-Term Care (MSSA-LTC)

Wednesday, July 21st, 2021

Strengthening Medication Safety in Long-Term Care





ISMP Canada is a national, independent, and not-for-profit organization dedicated to reducing preventable harm from medications

Our Vision: Zero preventable harm from medications

Our Mission: to identify risks in medication use systems, recommend optimal system safeguards, and advocate for safe medication practices



Strengthening Medication Safety in Long-Term Care

The Ministry of Long-Term Care is partnering with the Institute for Safe Medication Practices Canada (ISMP Canada) for three years to support long-term care homes in strengthening medication safety.

This work will include addressing Justice Gillese's specific recommendations with respect to detecting potential medication incidents that would otherwise go unnoticed.

The Strengthening Medication Safety in LTC Initiative is funded by the Ontario Ministry of Long-Term Care. Views expressed are the views of ISMP Canada and do not necessarily reflect those of the province.



Initiative Overview

- The initiative will help reduce harm associated with medication incidents occurring in LTC Homes in Ontario
- ISMP Canada will support LTC Homes by providing:
 - Tools
 - Education
 - Coaching / Facilitation
 - Measurement and monitoring



Presentation Outline

1. Introduction to MSSA-LTC
2. Resident Engagement
3. How to complete the MSSA-LTC for your LTC Home
 - a. Selecting your team
 - b. Scoring your responses
 - c. Entering results online
 - d. Accessing comparative results
4. Live Demo
5. Tips for Facilitators
6. Collaborative Groups
7. Q&A

Medication Safety Self-Assessment (MSSA)-LTC



- Canadian Version III launched in April 2021
- 176 assessment items
 - 53 new items
 - 75 revised items from the MSSA-LTC Canadian Version II (2012)
 - 48 items from the MSSA: Focus on Never Events in LTC
- Available in English and French



MSSA-LTC – Content Sources

New content:

- Recommendations from the Gillese Report
- ISMP Canada and ISMP (United States) resources and learning from analysis
- Literature search conducted by the Canadian Agency for Drugs and Technologies in Health Care (CADTH)
- User feedback
- Focus on medication system technologies; e.g., electronic prescribing, clinical decision support systems, automated dispensing cabinets



Selecting Your Team

- Resident and/or family caregiver
- Director of care, nursing leader/manager
- Medical Director
- Prescriber(s): Physician and/or Nurse Practitioner
- Pharmacist
- Pharmacy technician, if applicable
- Registered Nurse
- Registered Practical Nurse
- Personal support worker
- Safety/quality improvement and/or risk management professional(s)





Resident and Family Engagement



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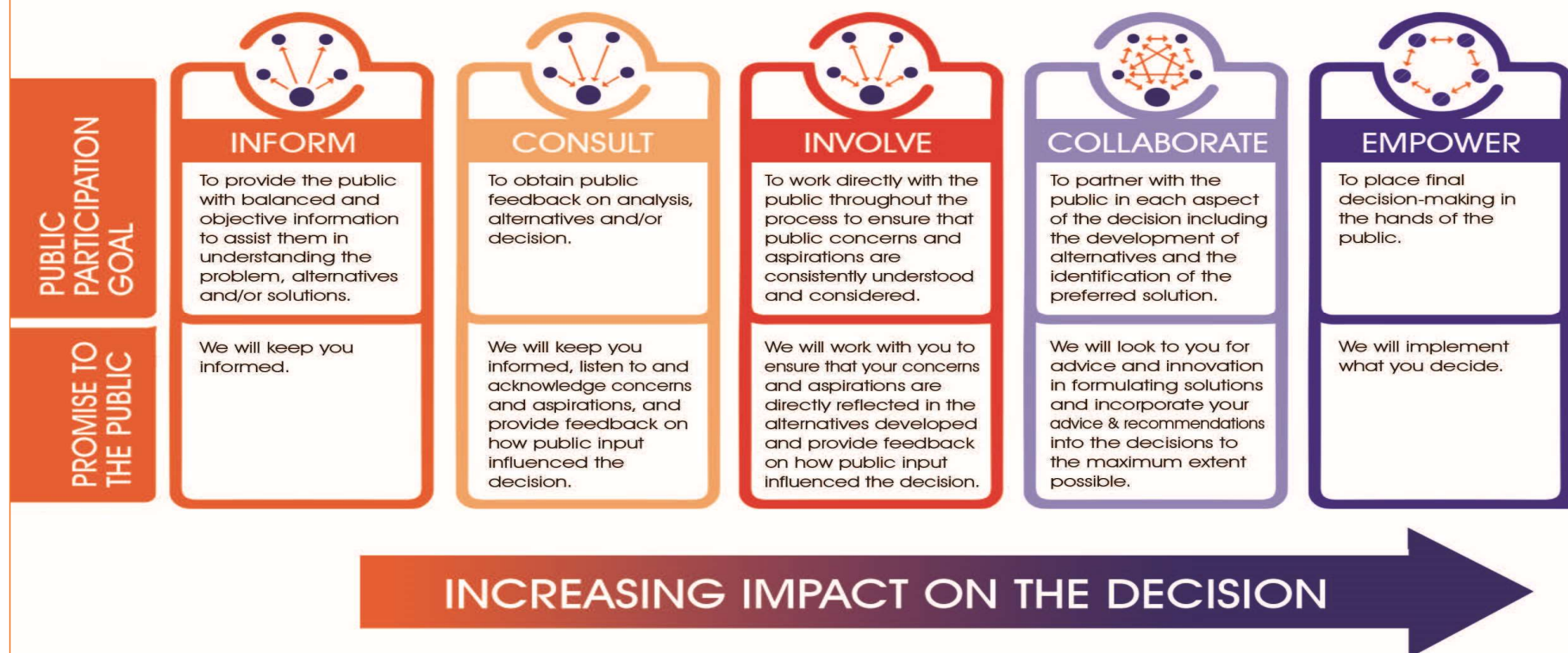


Culture





IAP2 Spectrum





Online Toolkit

Strengthening Medication Safety in Long-Term Care



Working together to reduce harm associated with medication management in Long-Term Care Homes

The Ministry of Long-Term Care (MLTC) in Ontario is partnering with ISMP Canada for 3 years to support long-term care homes in strengthening medication safety.

✓ This initiative will help address recommendations from the [Gillese Inquiry](#), including strengthening medication management to deter and detect intentional and unintentional harm in homes.

ISMP Canada is providing tools and support to long-term care Homes in 4 key areas.

Select one or all of the options below for more information on 4 areas of support to long-term care Homes



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Resident and Family Engagement

"I have had an opportunity to become acquainted with my doctor, and he with me. That rapport, that bond and relationship is critically important for me and for many other residents in long-term care."
Barry, resident in long-term care, Ontario.

Residents in Ontario's long-term care are the heart of every home. They have reached a stage in their life where they need to rely on others to support and to care for them, and while there are some residents who cannot be autonomous in their own care, there are many who are able to self-advocate and make decisions for themselves in their medication management. Engaging residents is essential to increasing medication safety and this initiative aims to support you, with resources and education, to do so authentically. Collaboration between staff and residents gives the best possible chance for safe medication experiences.

"I would like to be on the committee that decides how they are going to reduce errors so that I can add the resident's voice..." Devora, resident in long-term care, Ontario.

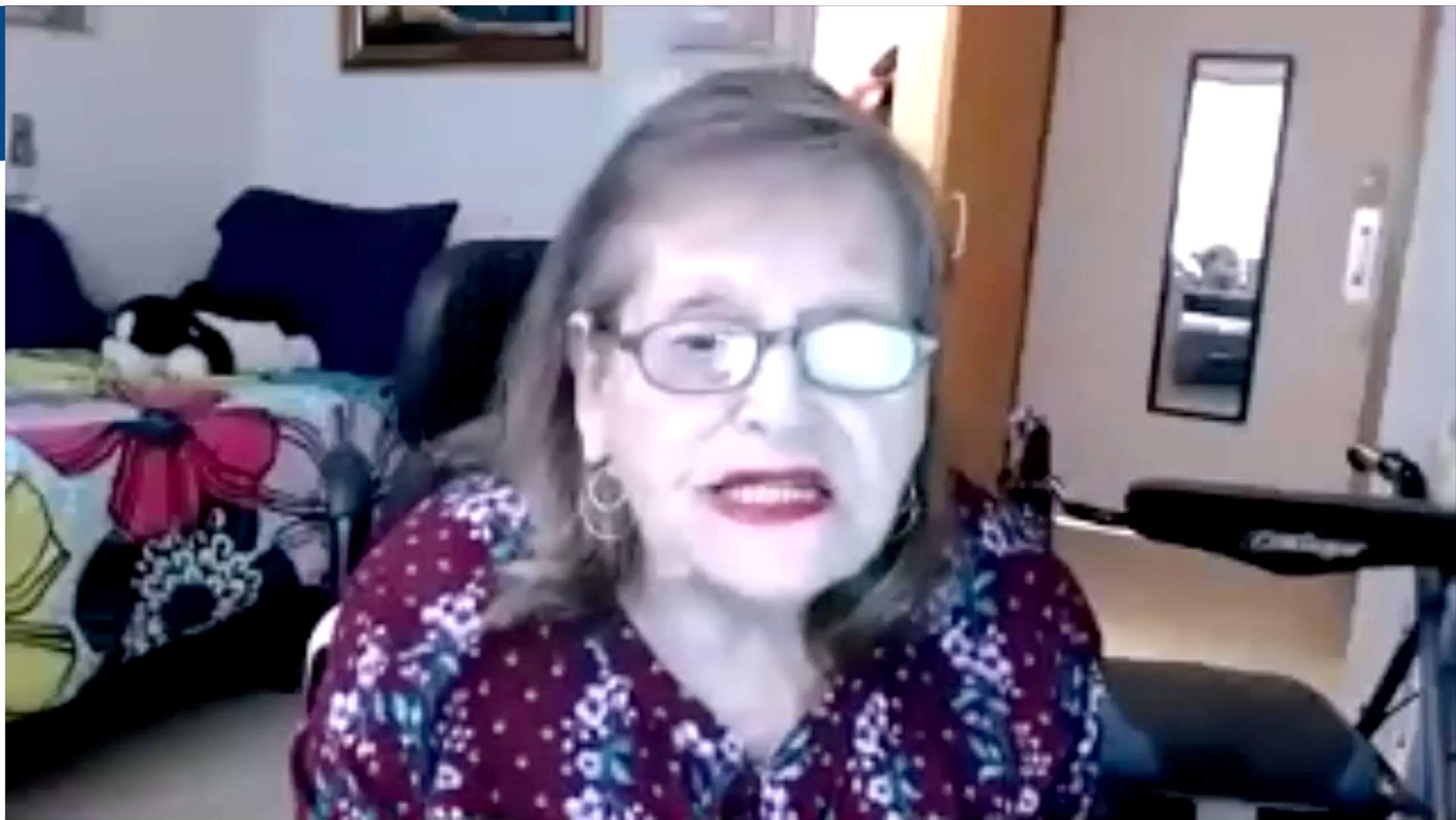
Toolkit

This toolkit has been designed for all staff in long-term care homes in Ontario as a landing place to find resources and information to support resident and family engagement in the home. Whether this practice is already embedded in your setting or whether you are looking for ways to increase engagement, there is information in the following pages that will support any improvement efforts and/or projects.

Institute for Safe Medication Practices Canada
[ismpcanada.ca](https://www.ismp-canada.ca)



Available from: <https://www.ismp-canada.org/download/LTC/Toolkit-LTC-Resident-Family.pdf>







Resident Education Module



Your Voice Matters: Residents and Families Have an Important Role in Medication Safety.

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Why Should I Watch this Video?

- Did you know that mistakes with medications happen sometimes?
- In this video, you will learn how residents and their family caregivers can play an important role in the medication safety team.
- You will learn how to make your voice heard so that you can be part of important decisions about your care.



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Engage





Preparing for the MSSA meeting

- Share the MSSA-LTC document with all team members before the meeting
- Ask each team member to read the document and think about how they would score each assessment item



Scoring Your Responses

Scoring Choice	Explanation	Score
Not Implemented (N)	Not in use or in place at this time	0
Rarely (R)	Implemented and in practice less than 25% of the time.	1
Sometimes (S)	Implemented and in practice 25-50% of the time.	2
Often (O)	Implemented and in practice 50-75% of the time.	3
Always (A)	Implemented and in practice more than 75% of the time.	4



Scoring Considerations

Partial implementation

- If an item is partially implemented, or implemented for some residents, medications, or staff, choose *Rarely, Sometimes, or Often*.

Future implementation

- If an item is planned for implementation but not in practice at the time of completing the assessment, the response should be *Not Implemented*

No plan for implementation

- These items will also be scored *Not Implemented*



Scoring Considerations (cont'd)

Multiple Components

- To score *Always*, all components must be present; otherwise, the highest possible score is *Often*

Items with 2 distinct parts, labelled “OR”

- Score A or B but not both




Submitting Results Online

Pre-registration is required

<https://mssa.ismp-canada.org/ltc>

Allow 1-3 days to receive your registration confirmation



Login

Username

Password

Remember ☐

Register
Forgot password?





Entering Results Online



Demographics ✓	I ✓	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	XIII
XIV	XV	XVI	XVII	XVIII	XIX								

Care Team

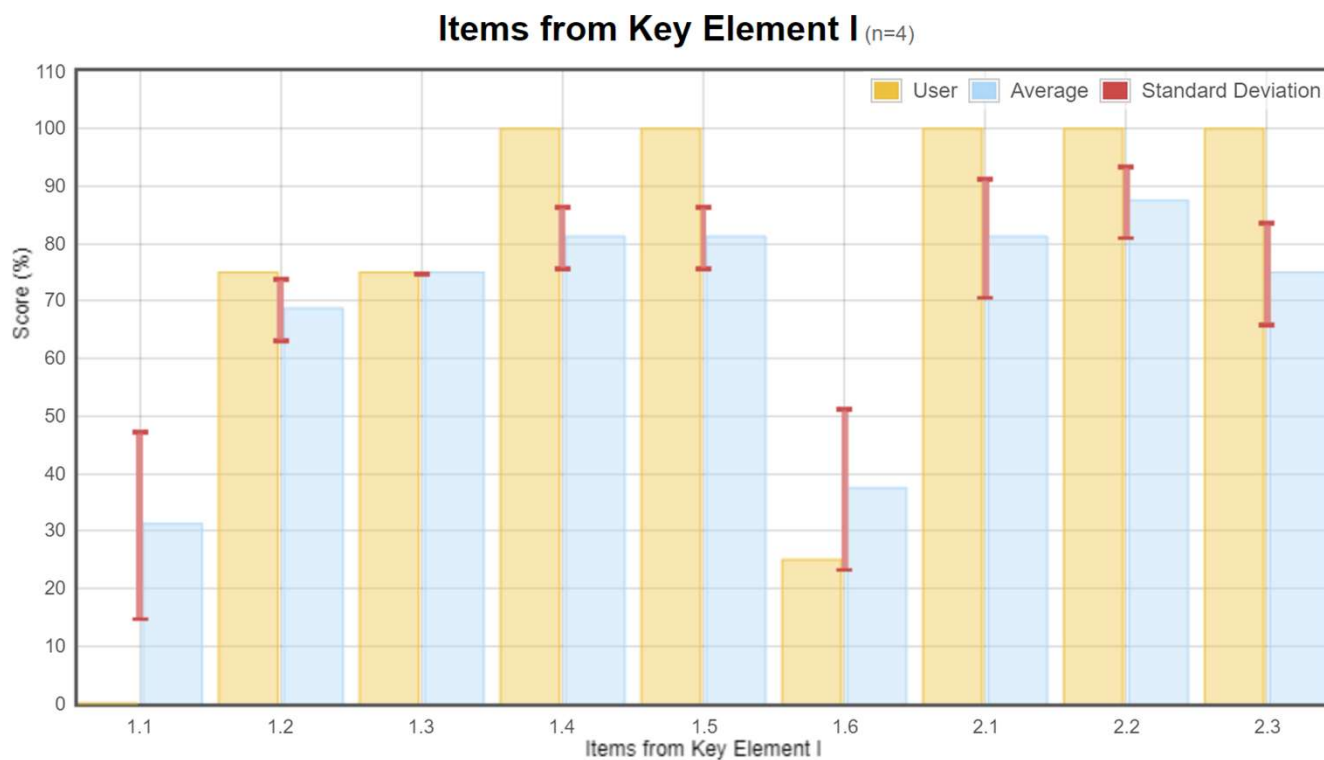
- N** Not Implemented – Select "Not Implemented" for items that are not in use at this time (e.g., medication system technologies). These items are designed to proactively inform safeguards if or when the practice applies in the future.
- R** Select "Rarely" for items that are implemented and in practice less than 25% of the time
- S** Sometimes – Select "Sometimes" for items that are implemented and in practice 25-50% of the time
- O** Often – Select "Often" for items that are implemented and in practice 50-75% of the time
- A** Always – Select "Always" for items that are implemented and in practice more than 75% of the time.

Core characteristic 3: *The interdisciplinary team works collaboratively to support safe resident care.*

	N	R	S	O	A
3.1 Physicians and nurse <u>practitioners</u> are available to assess the needs of residents, prescribe and review all medications, as required by provincial/ territorial regulations and practice standards.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.2 Site visits by the consultant <u>pharmacist(s)</u> are scheduled to occur at times when other clinical team members (nurses, physicians, nurse <u>practitioners</u>), are available to discuss and resolve medication therapy issues.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Individual Level Results



Submitting Results Online and Accessing Comparative Results

LIVE Demo





Tips for Facilitators – User Guide



Contents:

- MSSA Overview
- Completing the MSSA-LTC
- Interpretation of Results
- Presenting Results
- Understanding the Principles Supporting Resident Safety



Facilitator Checklist

Preparing to complete the assessment:

- ☐ Review the Introduction section of the MSSA-LTC document (p. 5-11)
- ☐ Review the Facilitator Guide (Section 1 of this document).
- ☐ Identify and invite the members of the assessment team. Plan to include resident and family caregiver representatives.
- ☐ Schedule meeting(s) (most teams can complete the assessment in 2-3 hours).
- ☐ Register to complete the MSSA-LTC at: <https://mssa.ismp-canada.org/ltc/register>.
Note that it will take 1-3 business days to approve your registration before you can enter results into the online portal.
- ☐ Send a copy of the MSSA-LTC to each team member and ask them to read the Introduction Section and review and score each assessment item, according to their knowledge and experience.
- ☐ Print a hard copy of the MSSA-LTC for reference during the team meeting(s). Write the username and password in the front cover of the hard copy for future reference.



Facilitator Checklist (2)

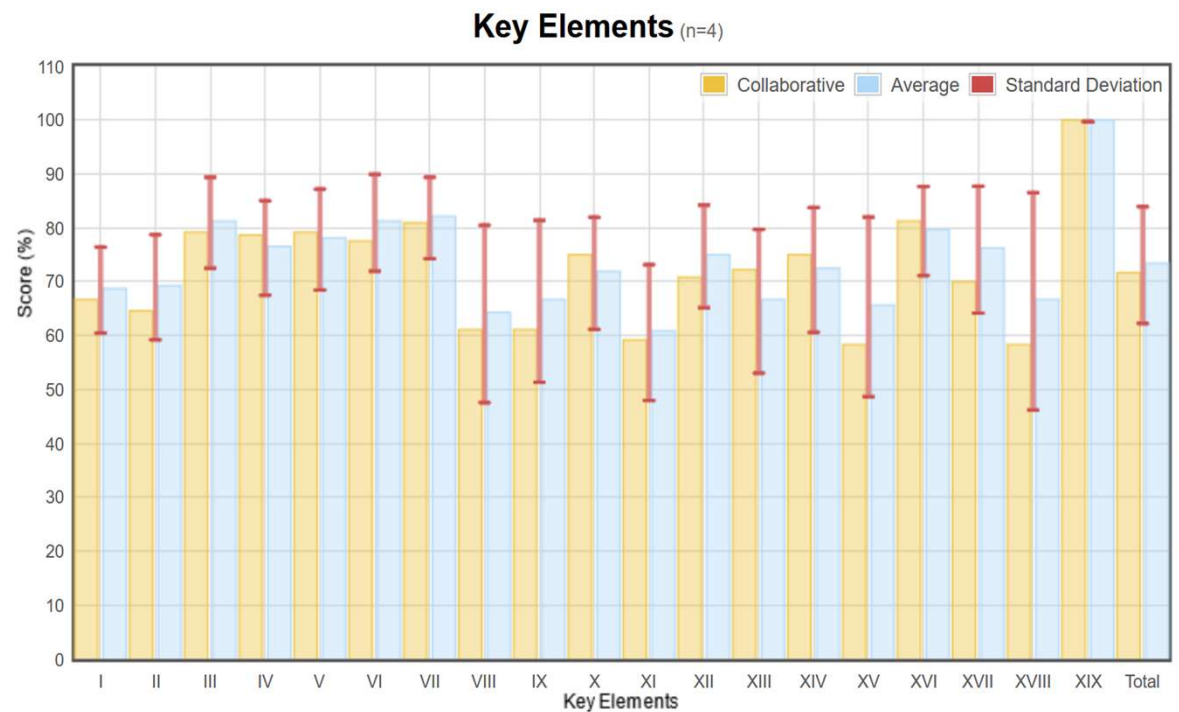
Assessment Meeting:

- ☐ Log into the online access portal: <https://mssa.ismp-canada.org/ltc>.
- ☐ Complete the Demographic Information.
- ☐ Review the scoring algorithm with the team.
- ☐ Review each assessment item and agree on a consensus response. If there is disagreement, use the lowest score, as the goal of the assessment is to identify potential medication safety risks. Enter your choice into the online survey form.
- ☐ Keep notes on additional issues and considerations that come up during your meetings. Record these in the "Notes" section in your hard copy. (Notes cannot be recorded in the online version.)
- ☐ Save each Key Element section as you complete it. Save
If you leave the Key Element page without saving, your data will be lost. If you cannot complete entering all your data at one time, you can log out and return to your self-assessment at a later time.
- ☐ Once you have completed all the Key Element sections, you will be prompted to Check MSA For Errors. This step will identify any missing data entries.
- ☐ Next you will be prompted to select Submit MSA Results. You may not change any data once you have finalized the MSA.



New Feature: Collaborative Groups

- Organizations with multiple Homes can set up collaborative groups
- Individual sites can compare their own results to the collaborative, or to the full aggregate dataset
- Collaborative leads can compare their group's results to the aggregate





Collaborative Groups (cont'd)

Code	1.1	1.2	1.3	1.4	1.5	1.6	2.1	2.2	2.3
ltc1	0	2	3	3	3	0	2	3	2
ltc2									
ltc3	2	3	3	3	3	2	4	4	3

The collaborative lead can also view the results for individual sites, to identify strengths and Improvement opportunities within the group.



Thank you for listening.

Follow up questions:
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lrc@ismpcanada.ca

