



Launch Webinar

Strengthening Medication Safety in Long-Term Care

June 23, 2021



Land Acknowledgement

We acknowledge we are hosted on the lands of the Mississaugas of the Anishinaabe, the Haudenosaunee Confederacy and the Wendat. We also recognize the enduring presence of all First Nations, Métis and the Inuit peoples.

Nous reconnaissons que nous sommes accueillis sur les terres des Mississaugas des Anichinabés, de la Confédération Haudenosaunee et du Wendat. Nous voulons également reconnaître la pérennité de la présence des Premières Nations, des Métis et des Inuit.

<https://www.tdsb.on.ca/Community/Indigenous-Education/Resources/Land-Acknowledgement>

Find your land acknowledgement at <https://native-land.ca/>



Learning Goals

Following this presentation, participants will understand:

- What tools, education, and coaching resources are available through the *Strengthening Medication Safety in Long-Term Care* initiative and how participants can access them;
- How residents and families can help increase the safety of the medication management system in the Home;
- How the Quality Improvement curriculum enables Homes to improve medication safety; and
- How changes made to the Medication Safety Self-Assessment program will help Homes to evaluate their medication systems, plan improvements and monitor progress over time.



Why do we need this initiative?

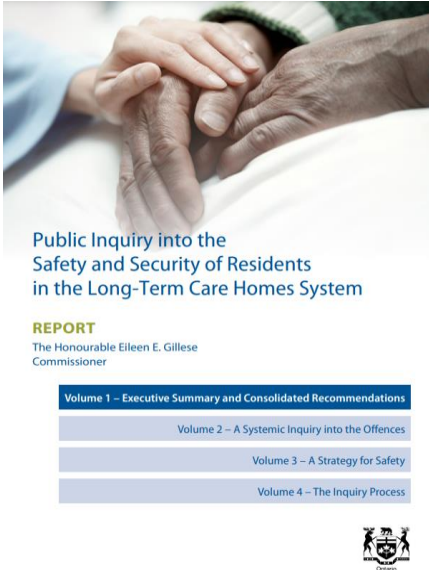
Residents are **prescribed more medications than individuals in any other setting** in order to treat multiple medical conditions

As the number of drugs prescribed to a resident increases, the **risk of adverse drug events and harm** also increases.

Medication management is complex and resource-intensive in the LTC environment and is a **key area of risk and opportunity** to enhance safety and quality of life for LTC residents



New Initiative to Support the Long-Term Care Sector



http://longtermcareinquiry.ca/wp-content/uploads/LTCI_Final_Report_Volume1_e.pdf

The 3-year initiative is funded by the Ontario Ministry of Long-Term Care

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

Views expressed are the views of ISMP Canada and do not necessarily reflect those of the Province



ISMP Canada LTC Team



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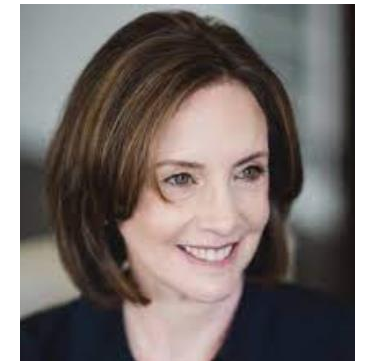
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Initiative Goal

Reduce harm associated with medication management errors within Long-Term Care



Imagine a future...

Imagine a future where no resident experiences preventable harm related to medications



4 Key Areas of Collaboration and Support





Foundational Principles

- All activities integrate across the 4 key areas to reinforce capability and capacity building
- All activities undertaken collaboratively with the sector
- Focus on resident and family engagement/ participation as part of interdisciplinary quality improvement teams



Resident and Family Engagement



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Strengthening Med Safety in Long-Term Care



A Resident's Perspective



Devora,
Resident in
long-term care,
Ontario



Online Toolkit



Created by Flatart
from Noun Project



Culture



<http://www.westeve.com/safety/our-safety-culture>



Resident Education Module



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

Strengthening Medication Safety in Long-Term Care



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.



Strengthening Med Safety in Long-Term Care





Barry and
Devora,
Residents
in long-
term care,
Ontario



Engage



Leading Practice: Medication Reconciliation (MedRec) in LTC

- Developing best practice resources for front line
 - Model policy and template for MedRec
- Developing an e-Learning module about medication safety at transitions of care
- Helping teams establish a standardized process for MedRec and solving related problems.





Medication Safety at Transitions - Why is this important?

- WHO Global Patient Safety Challenge: Medication Without Harm - medication safety at transitions: a key action area
- Medication error rates of 21% or more have been reported in transitions from hospital to LTC
- Up to 60% of these incidents are serious, life-threatening or fatal
 - Anticoagulants, opioids and insulin are top list of medications involved

Grissinger (2016)
ISMP Canada Safety Bulletin 2010



A Real MedRec Story

LTC to
hospital

- Resident transferred to hospital for acute dehydration
- Past Medical History: dysphagia, CVA, PVD

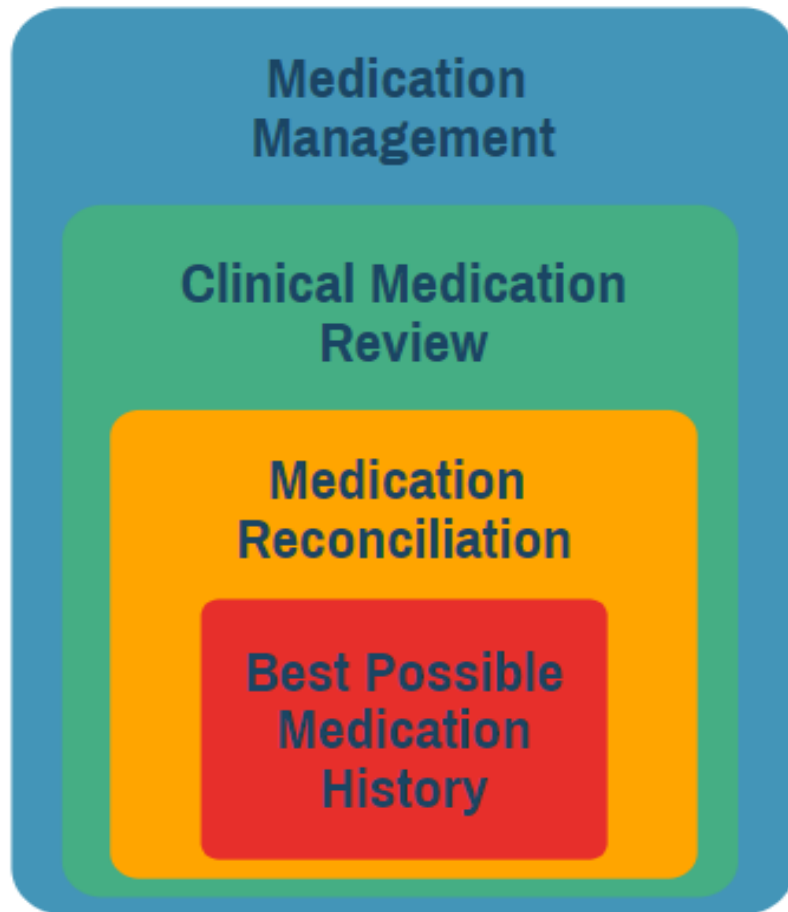
Hospital
medication
order

- Potassium chloride 40 meq q4h PO x 2 doses
- “DC” with discontinuation date was on the Medication Administration Record (MAR)

LTC
admission

- Returned to LTC after 2 days
- Potassium chloride unintentionally continued at LTC for 17 days
- Resident readmitted with hyperkalemia ($K^+ > 9$ mmol/L) and subsequently died

ISMP Canada Safety Bulletin 2007



The BPMH is the fundamental cornerstone for medication management.

Image adapted from: https://www.ismp-canada.org/medrec/images/medRec_medManagement.gif

- Quality Improvement initiatives are successful when everyone is engaged and has a stake in their success.
- Engagement is brought about by a combination of Awareness-building, Education/Training, and Coaching in a structured program, which is what "**Strengthening Medication Safety in Long-Term Care**" is designed to be.



The Approach for QI Education

Basic - Short Online Modules (For Everyone)

- Introduction to the Quality Improvement Method
- Workplace Organization (5S)
- Mistake-proofing processes
- Visual Work Instructions
- Process Mapping
- Basic Data Analysis
- Spaghetti Diagrams
- Impact-Effort Analysis

Advanced Workshops (For Teams)

- Mapping the medication process to identify strategies to improve medication safety
- Designing tests of change (PDSA) for selected strategies to improve medication safety
- Sustaining the improvements made in medication safety through Process Controls and Change Management



QI Coaching and Implementation Support

- **Year One**

- Work with ten LTC sites across Ontario to improve medication safety and refine strategies to:
 - Measure and map existing medication management processes (baseline)
 - Analyze and identify critical levers of change
 - Identify and test a few critical changes and measure impact on medication safety outcomes.

- **Years two and three**

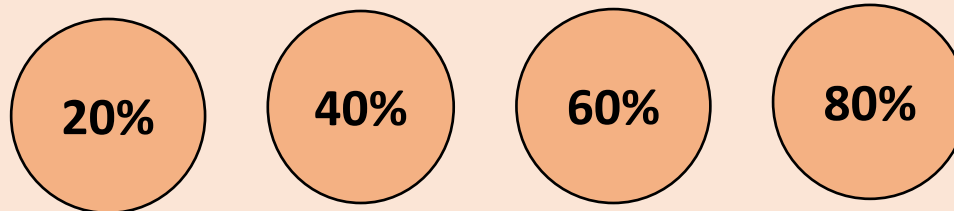
- Based on knowledge and experience gained in year one, scale and spread the improvements to the other sites in the province. This process would involve:
 - Education sessions to large number of teams (including best practices and from peer sites)
 - Conducting multiple small tests of change at each site while having access to experts



Some excerpts from e-learning modules

90,000 +
Medication-related injuries happen in
Ontario nursing homes every year

How many of those do you think, are preventable?
(Choose from below, and press "Continue" after you've selected the correct answer)



C O N T I N U E

<https://pubmed.ncbi.nlm.nih.gov/15745723/>



**From the most common
causes of Medication errors,
select the one that you feel
is most relevant to your
site/team**



C O N T I N U E



THE PROBLEM

**You are being asked to help the (imaginary)
City of Grandewin solve the problem of
unacceptably high number of car crashes at
a busy intersection XX**

START



THAT's RIGHT! DID YOU KNOW?

**Teams that write down Specific, Measurable, Achievable,
Relevant and Time-Bound (S.M.A.R.T) Goals, develop an
Action plan, and share them with others are**

42%

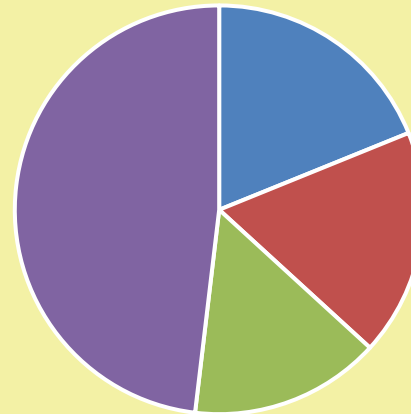
More likely to achieve them

C O N T I N U E



**After looking at the data that your team has collected,
which section will you select for further investigation?**

2019-20 ACCIDENTS AT INTERSECTION XX



■ Jan-Mar ■ Apr-Jun ■ Jul-Sep ■ Oct-Dec

C O N T I N U E



Along with the team, you decided to go to the intersection, between 4-8 pm, to understand the *WHYs*

Why do you think most accidents happen in the Fall (Oct-Dec)?

Human Error

**Possibly poor
visibility**



The team brainstormed ideas and came up with these actions to solve the Glare problem. Which one would you select to actually do?

Install Electronic anti-glare screens

Redesign intersection to change traffic pattern during evening rush hour

Reposition Billboard that's causing the glare



**Translating this to your site, who
would you want on your team (Type
Roles) to reduce Medication Errors?**



C O N T I N U E



QI is a Team Sport – Let's Play!



**Clearly state the
Goals (S.M.A.R.T.)**



**Analyze the data and
the Causes**

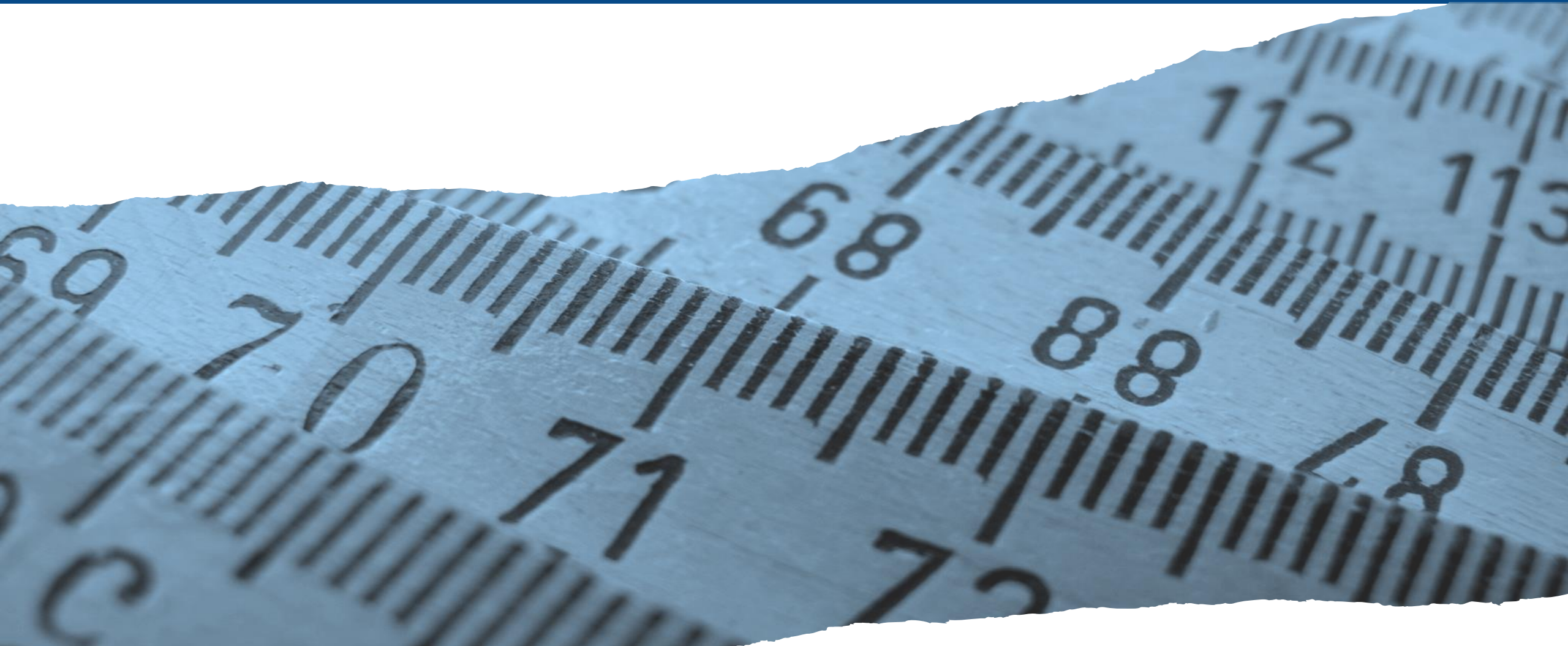


**Experiment, Improve
and Evaluate**

C O N T I N U E



Measurement





Prescriber and Team Engagement





Medication Safety Self-Assessment (MSSA-LTC)

Canadian Version III, 2021 – NOW AVAILABLE!

- 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



Advisory Panel





Validation Testing

Field testing:

- 20 sites completed the pilot version
- 16 sites submitted a separate detailed content evaluation survey

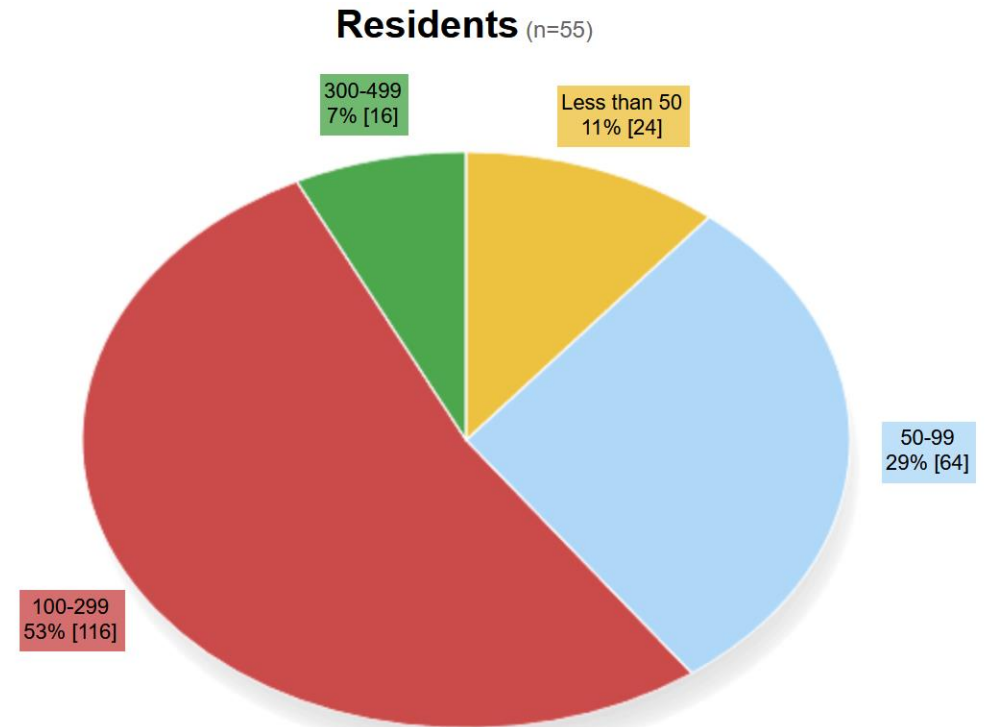
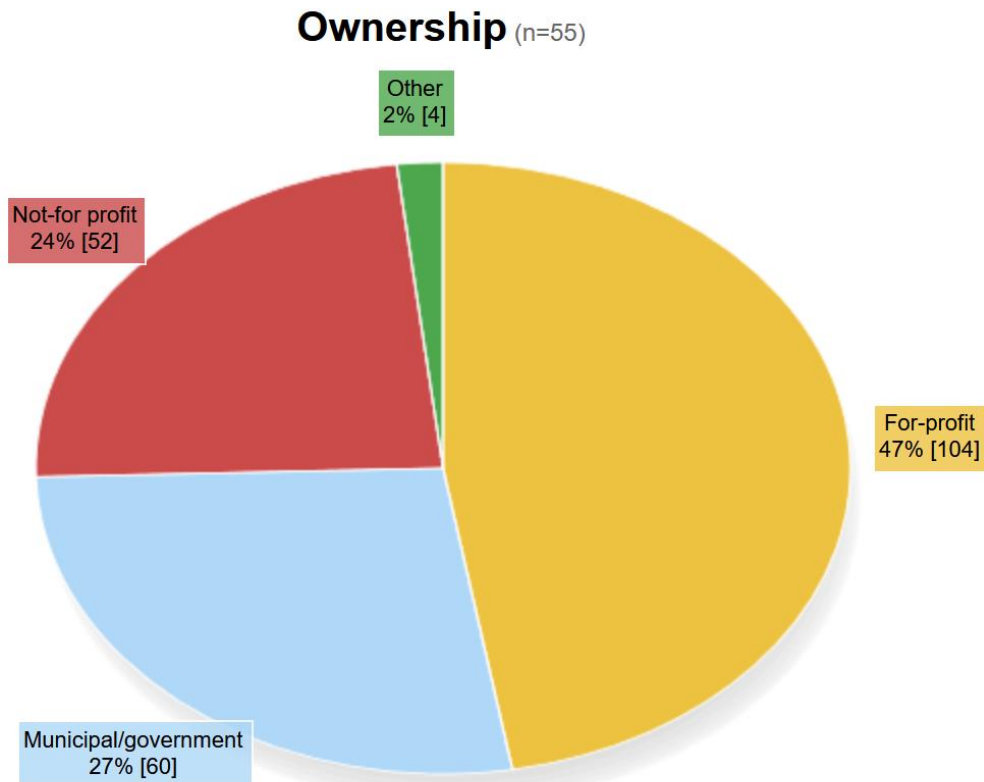
Cognitive Interviews:

- ACE group conducted interviews with 11 individuals in 4 sites following completion of the MSSA-LTC
- Each assessment item was reviewed for understanding, clarity and relevance



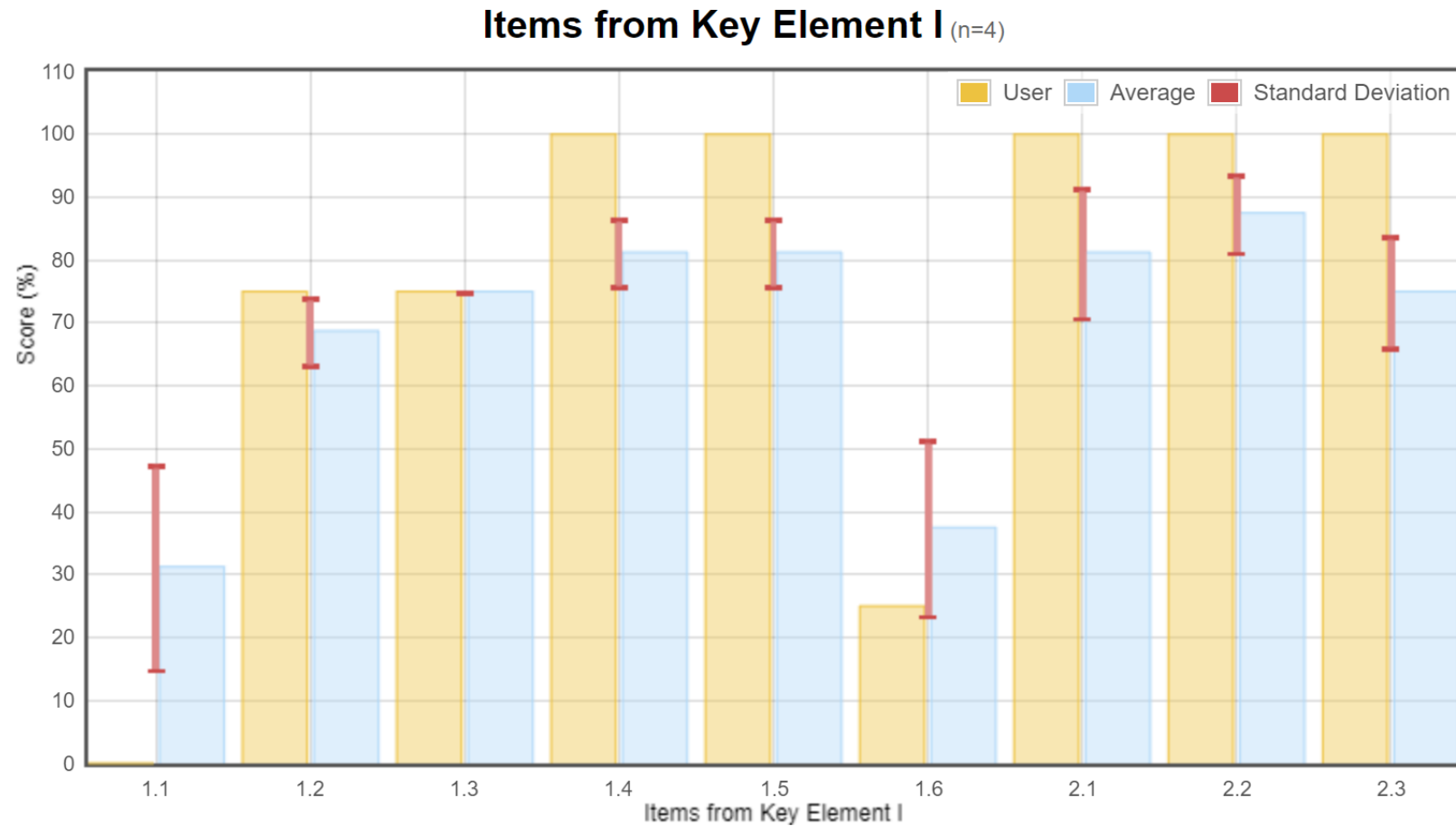
MSSA-LTC Uptake

- To June 22nd, 54 Ontario sites have completed the MSSA-LTC
- More than 200 have registered



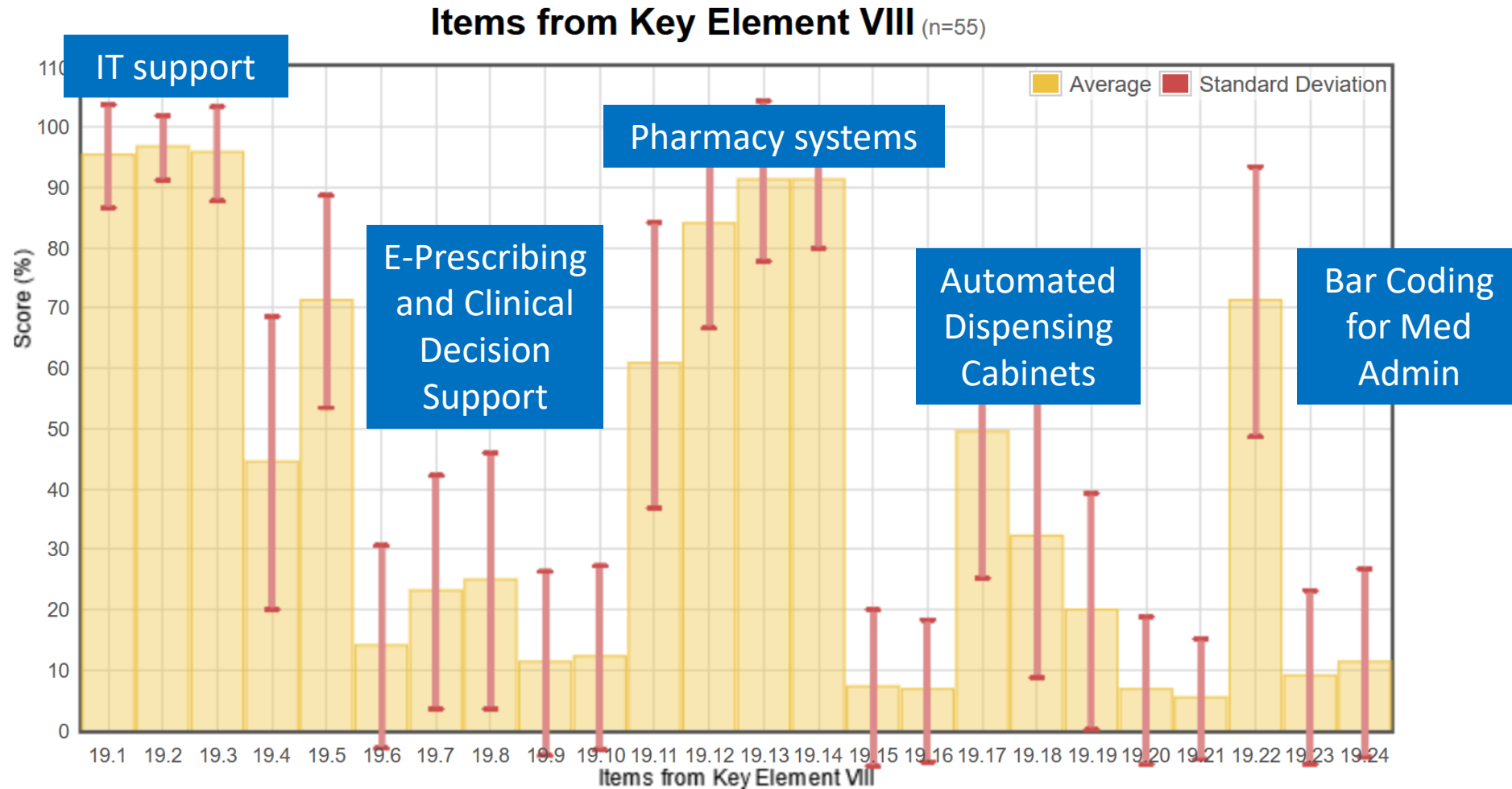


Individual Level Results





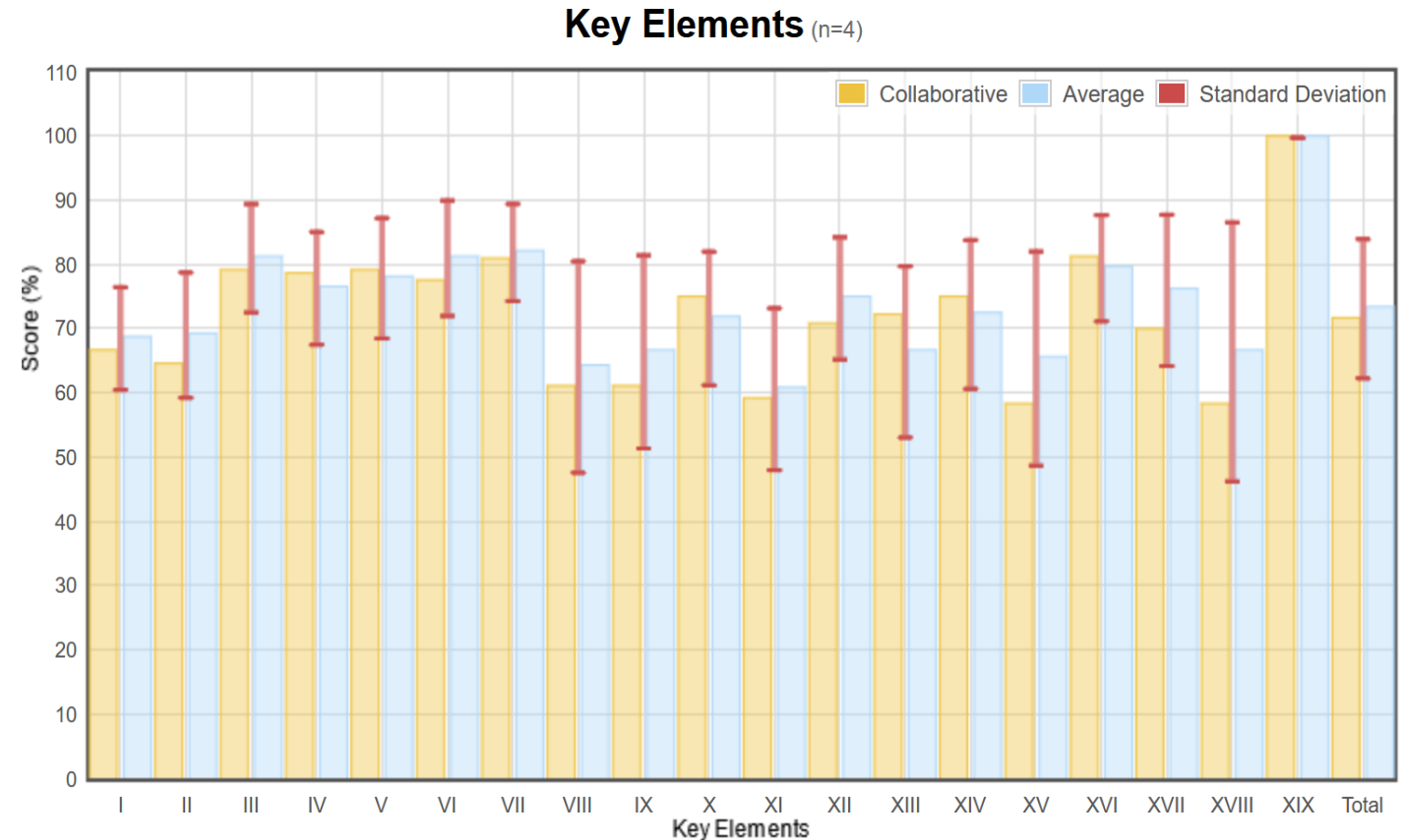
Preliminary Results - Technology





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.



Next Steps: User Guide



- Will provide additional information to support Homes to optimize the use of their results
- Will include a sample presentation template for sharing results



Development of Leading Practice Model Policies



HIGH ALERT
MEDICATIONS



MEDICATION
STORAGE



AUTOMATED
DISPENSING
CABINETS



MEDICATION
RECONCILIATION



MEDICATION INCIDENT
ANALYSIS



Medication Incident Analysis

Overall objective is to enhance resident safety through a continuous improvement cycle of:

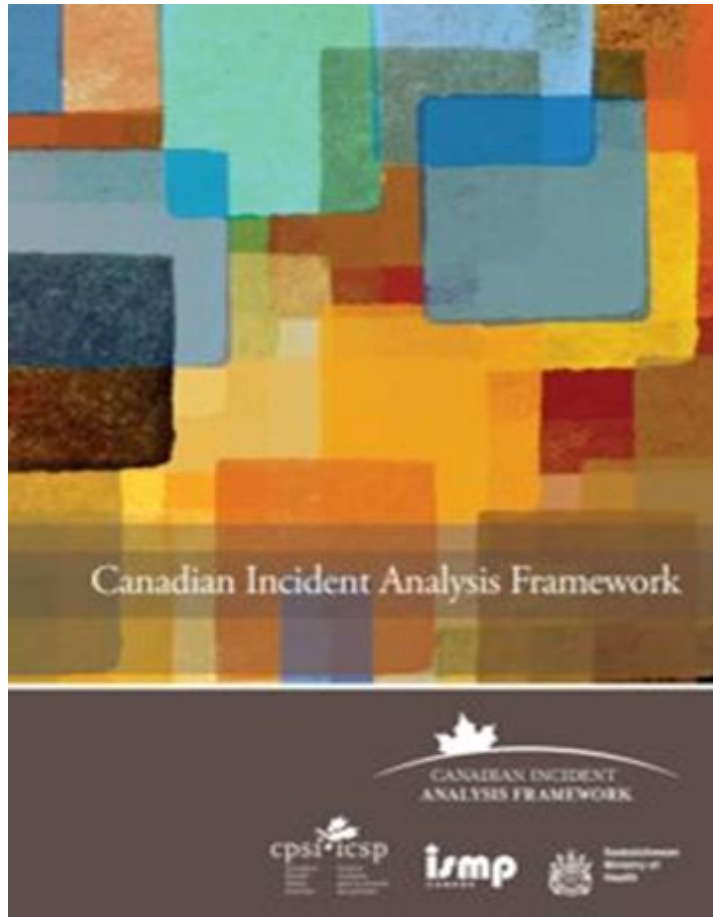
REPORT > LEARN > IMPROVE > SHARE

Practitioners can report via our website:





Medication Incident Analysis Continuum





Some Keys to Success

- **Just culture** of medication incident management
- **Analysis Team** including **multiple perspectives**
- **Repeatedly asking WHY?**



How can we support you?

ISMP Canada can offer support in the medication incident analysis through:

Interactive Virtual workshops

- Teach concepts of incident analysis
- Practice scenarios using the tools and resources

Email support

- Reach out to us for general queries at LTC@ismpcanada.ca



Coming Soon!

Call for Expression of Interest 10 Homes to be Champion Sites for the Initiative

Are you interested in dedicating time, energy and resources to becoming a Champion Site?

ISMP Canada will work with these sites to obtain baseline self assessments, map med processes, analyze med incidents, adapt and implement model policies/practices, and take targeted action to improve med safety.

Call for interest will be issued in July. All registered participants for the webinar will receive info and details will be on ismpcanada.ca

10 sites will be selected of various sizes, geographic locations, and other criteria.

Thank you!

Please continue to share your questions
and comments in the chat box

For more information:
ismpcanada.ca or LTC@ismpcanada.ca

