

Resident Assessment Instrument - Minimum Data Set 2.0 Implementation

"Building quality care with every assessment"

RAI-MDS 2.0

Implementation Update

RAI-MDS 2.0: Residents are the Biggest Winners

Nestled in the small rural town of Mount Forest, Ontario, Saugeen Valley Nursing Center houses 87 beds and provides 24-hour nursing care as well as short-term respite care.

The home's management team has always welcomed opportunities to improve the quality of resident care, which is why Administrator Andrea Parsons was excited at the opportunity to have Saugeen Valley join the Long-Term Care Homes Common Assessment Project (LTCH CAP) and become one of the first homes to adopt the Resident Assessment Instrument Minimum Data Set (RAI-MDS 2.0).

Kim McCarthy was selected to be Saugeen Valley's RAI Coordinator. As both an RN and RPN in long-term care for nearly 20 years, Kim was excited to learn how Resident Assessment Protocols (RAPs) enhance the ability of the care team to identify risks or problems earlier and to take action.

"The RAPs look at the resident from a holistic aspect. It is more thorough than any assessment that's been used in the past, and it encourages you to look at the resident from the top of the head to the tip of the toe," explains Kim.

Kim remembers when a new resident arrived at Saugeen Valley from a nearby hospital. She was not eating or sleeping well, and exhibited unhappiness with home staff on a daily basis. She was equally as negative when family visited. Often expressing her discontent for being admitted to a long-term care home, she even attempted to elope from the home.

However, coding within the RAI-MDS 2.0 revealed that this resident was suffering from depression, delirium and dementia. The care team acted promptly to treat these conditions and provided the appropriate medications. Their investigation revealed that the resident was a passionate piano player, and missed not being able to play. Management contacted the family about moving the piano into the home. The results were dramatic with improvements to scores in the resident's Cognitive Performance Scale (CPS) and Depression Rating Scale (DRS). Within 30 days, the resident became much more independent, and was freely socializing with her peers, something she had never done before. Her quality of life had sharply improved. Kim believes the RAI-

MDS has been instrumental in benefiting many other residents in the same way.

"The RAI-MDS brings issues to your attention much faster, and allows you to act earlier. In the past, the data gathering for such a resident could have taken much more time."

The RAI-MDS also prompted Saugeen Valley's care team to meet regularly and share information on specific residents. These brainstorming sessions often include a clinical resource nurse, dietary advisor, therapeutic program aid, frontline support workers as well as other disciplines.

"The RAI-MDS process encourages communications between the different disciplines," says Kim. "It also gives nurses the opportunity to think critically and take a leadership role. Ultimately, it makes us more responsive to the needs of the resident."

With all of the success that has been achieved, the impact of the instrument on residents could not be realized without the leadership and support of Kim and the staff at Saugeen Valley.

"The RAI-MDS makes a huge impact on long-term care and the main person that benefits is the resident, which is the way it should be" explains Kim.



The Saugeen Valley Care Team from left to right: Therapeutic Program Aid Carla Bonnema, Personal Support Worker (PSW) Lea-Ann Neulitz, PSW Paula Murray, PSW Peggy O'Neil, PSW Kim Nickel, RAI Coordinator Kim McCarthy, PSW Kathy Bryant, Nurse Clerk Laurie Mahar, PSW Donna Morris and Administrator Andrea Parsons.

RAI Readiness Road Shows

Coming to a City Near You

To help non-RAI-MDS 2.0 homes better prepare for the future RAI-MDS 2.0 implementation, the LTCH CAP team has developed a new initiative called the RAI Readiness Road Show. This is your home's opportunity to learn about the different aspects of the implementation and have your questions answered. Each road show will consist of two repeat half-day sessions, which will give your home the flexibility to attend either the morning or the afternoon session.

A team of experienced Educators, Implementation Leads and representatives from RAI homes, will travel to different locations in Ontario making it easier for all homes to attend.

Each road show will focus on the following topics:

RAI Implementation, Education and Support

Learn more about how you can best prepare for the RAI implementation. The Project will cover topics such as home readiness, the role of a RAI Coordinator and computer proficiency. You will also learn about the training and support you can expect to receive during the implementation.

Ask a RAI Home

Here you will have an opportunity to meet the experienced RAI homes and hear about their strategies and lessons learned.

Information Technology (IT)

Concerned about IT? Spend some time at the IT table where you will be introduced to a number of IT tools to support you in your RAI implementation. These tools include: **Getting IT Ready for RAI checklist** and the **Information Technology Toolkit**. Presenters will highlight the IT support you can expect to receive during the implementation.

Also covered will be the support initiatives the Project has developed, including the Project Support Centre, Project Support Portal and mentoring program.

These road shows are open to all homes, so registration is not necessary. For more information, please contact our Project Support Centre toll free at 1-866-909-5600 or email us with any questions at LTCHProject.moh@Ontario.ca.

JUNE 24th - TORONTO:

Delta Chelsea Hotel, Rossetti Room
33 Gerrard St. West

Times: 9:30 a.m. – 11:30 a.m. or 1:30 p.m. – 3:30 p.m.

JULY 3rd – THUNDER BAY:

Victoria Inn, The Kensington Room
555 West Arthur St.

Times: 9:30 a.m. – 11:30 a.m. or 1:30 p.m. – 3:30 p.m.

JULY 11th - LONDON:

Delta Armouries (Salon A, B & C)
325 Dundas Street

Times: 9:30 a.m. – 11:30 a.m. or 1:30 p.m. – 3:30 p.m.

JULY 15th – OTTAWA:

Minto Suite Hotel, Stanley/Vanier Room
185 Lyon Street North

Times: 9:30 a.m. – 11:30 a.m. or 1:30 p.m. – 3:30 p.m.

JULY 24th – ST. CATHARINES

Holiday Inn, The Dalhousie Room
2 North Service Road

Times: 9:30 a.m. – 11:30 a.m. or 1:30 p.m. – 3:30 p.m.

The Security and Privacy Self Assessment

The Continuing Care e-Health (CCeH) Program's Security, Privacy and Risk Management team, in partnership with the Long-Term Care Homes Common Assessment Project team and Steering Committee, initiated a project to assist Ontario's Long-Term Care Homes (LTCH) address their information security and privacy obligations under the Personal Health Information Protection Act (PHIPA), 2004 and the Long-Term Care Homes Act.

The team developed a self assessment Tool for the homes in February 2008 to understand what measures had already been taken to improve and/or validate the homes' safeguard in security and privacy. The information collected will assist the team in building a meaningful and customized solution based on the uniqueness of each home and its geographical location.

The CCeH Program was looking to pilot the tool in 20 homes, however the call for participants attracted more than 40 homes. All were accepted for the pilot in March 2008. The high participation rate was clear evidence of the desire and commitment that homes have for protecting their residents' information and privacy.

Findings from the tool indicated that all homes are using anti-virus software and most have firewalls. Basic security and privacy policies and procedures for disposing of confidential paper files, labeling sensitive documents, backing up electronic files, and applying security patches are in place in the majority of homes.

The rollout to the rest of the LTCH in Ontario has now begun and the results will facilitate the continued development and implementation of a standardized, yet customizable Information Security and Privacy Risk Management Toolkit. The results will also provide the first comprehensive view of the current state and the information security and privacy needs in the LTCH sector.

The success of this initiative has led to requests from other parts of the Continuing Care sector for similar support such as in the Community Mental Health Common Assessment Project (CMH CAP) security and privacy readiness assessment initiative. The Project team will keep you informed on this initiative.

Streamlining Initiative Receives National Recognition at 2008 RAI Conference

LTCH CAP was honoured with an **Innovation Award** at the 2008 Canadian RAI Conference, which was held in Edmonton between May 28 – 30.

The conference showcased new research and achievements in the areas of quality improvement, policy and education. Of the 80 applicants that applied to present at the event, 48 were chosen to deliver podium presentations, including three from the Continuing Care e-Health Program. The conference drew an international crowd of more than 400 researchers, clinicians, practitioners and policy makers.

LTCH CAP Business Lead Soo Ching Kikuta and Project Lead Shirley MacAlpine delivered a presentation titled *Provincial Streamlining: An Essential Business Process Requirement for Successful RAI Implementation*.

Streamlining was designed to reduce workload duplication, align policy and standards changes, and ensure efficient and effective assessment and care planning practices. Shirley and Soo Ching captured the Innovation Award for the stream of RAI Quality Improvement.

This Award is recognition for the improvement and efficiency achieved by homes by undertaking the streamlining initiative.

Elizabeth Rigley and Sandra Schmidt, the Project's implementation leads for Ottawa and the North respectively, presented on the education and management of data quality processes.

The Home Care sector was also represented, as CIAT Project Manager Monica Gabriel spoke about the Common Intake Assessment Tool, and how it produces data that supports case management decisions.

LTCH CAP representatives continued to stay up-to-date with the long-term care sector and were able to view clinical applications, get a glimpse of the latest RAI instruments and find out how the implementation of RAI-MDS has progressed throughout Canada.



Soo Ching Kikuta and Shirley MacAlpine receive an Innovation Award at the Canadian RAI Conference.

The RAI IT Planner: Helping Your Home Prepare for RAI-MDS

Whether you are just joining the Long-Term Care Homes Common Assessment Project or will be coming aboard in the near future, we have the tool to help you get your home IT ready for the implementation. **The RAI Information Technology Planner** highlights a number of key tasks that will ensure your home is properly equipped with the technology needed for the RAI implementation.



The planner is divided into time blocks that will allow you to complete the designated tasks in smaller, more manageable pieces. The Project hopes that the homes with little or no technological experience will be able to complete all the tasks. If you would like to receive a copy of the IT Planner, please contact our Project Support Centre at the number listed in the footer.