



MARIANN HOME

BPSO 2025

Mariann Home BPSO pamphlet




BPSO RNAO
BEST PRACTICE
SPOTLIGHT
ORGANIZATION

Mariann Home



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MARIANN HOME BPSO PROGRAM?

UniversalCare, whom has provided consulting services to Mariann Home for several years, is the first ever long-term care BPSO host in the world. UniversalCare invited Mariann Home in 2021 to join in the three-year journey to becoming a designation home. If all deliverables are met at the end of the three years, Mariann Home will become a designated home. Once Mariann Home is designated our focus will then shift to sustainability and we will continue to implement and evaluate best practice guidelines in Mariann Home and within the system.

WHAT IS BPSO?

The Best Practice Spotlight Organization Program supports Best Practice Guideline implantation at the organizational level. Organizations can apply to enter into a partnership with RNAO and become BPSO designate. The program enables organizations and health systems to focus on patient care and clinical excellence, using the latest research to inform practice and optimize outcomes

WHO IS THE RNAO?

The RNAO (Registered Nurses' Association of Ontario) is the professional body representing registered nurses, nurse practitioners and nursing students in Ontario Canada.

WHAT IS BPG?

Best practice guidelines provide health care employees with a tool to deliver the most current best care practices based of evidence and research. The Registered Nurses Association of Ontario (RNAO) has produced 52 clinical and healthy work environment guidelines.

WHAT IS A BPSO CHAMPION?

An individual who has undergone a one-day, in-person workshop or virtual e-series that equips them with tools and strategies to champion BPGs in their organization.

JUST A FEW OF OUR BPSO ACHIEVEMENTS

- 26% of staff are BPSO champions
- Pre-Admission questionnaire for Residents and family members
- Resident Rights in multiple languages and large print for visual impairment
- Resident & Family satisfaction surveys
- Plan of care guided by Residents values, wishes, beliefs and preferences
- Increase of staff education e.g. Person and family centred care, pain management, palliative care, etc...
- Clinical Pathways implemented in Point Click care
- Hourly comfort rounds implemented
- Trajectory pamphlets for Resident and family members
- Palliative care program revised
- End of life Dr's orders and checklist implemented
- Manuscript published in Seasons magazine
- Circle of friends support group for family and friends
- Pain screening, assessment and management
- Goals of care questionnaire implemented
- Bedrail free
- Palliative Performance Scale completed on each Residents

Above are just some of our great achievements. If you would like to know more or have any questions, please feel free to contact Paula or Lin 905-884-9276

BPSO in the home



- BPSO is the standing agenda for our annual mandatory staff training. Reinforce what practices we do as for BPSO and encourage staff to become champions.
- BPSO is also the standing agenda for our management meeting to report the progress.
- BPSO pamphlet is in the orientation package for new nursing staff.
- BPSO pamphlet is also in the new admission package for new residents and families. It's available at the home entrance to staff, families and visitors.
- 35% of our staff trained as BPSO champions.
- Continue with RNAO clinical pathway assessments for clinical indicators

RNAO Clinical Pathway Assessments

- N Adv Can – Admission Clinical Pathway
- N Adv Can – RNAO Delirium: Screening, Assessment and Management
- N Adv Can – RNAO Falls Risk Screening, Assessment and Management
- N Adv Can – RNAO Pain: Screening, Assessment and Management
- N Adv Can – RNAO Post Fall Assessment
- N Adv Can – RNAO Resident and Family-Centred Care
- N Adv Can - RNAO Palliative Care Screening Assessment and Management
- N Adv Can – RNAO End of Life Screening Assessment and Management

Pain Assessment & Management

- Pain Management brochure is in the new admission package for families.
- Continue with the new admission and quarterly RNAO clinical pathway pain assessments for all residents, to screen and identify new/worsening pain.
- Continue with comfort rounds checking and document. Staff to report any new or worsening pain.
- Pain assessment attached with analgesic orders. It's audited by CQI coordinator to identify and follow up with pain management.
- Pain assessment attached to Risk Management Report and it's also included in Post Fall Assessment.

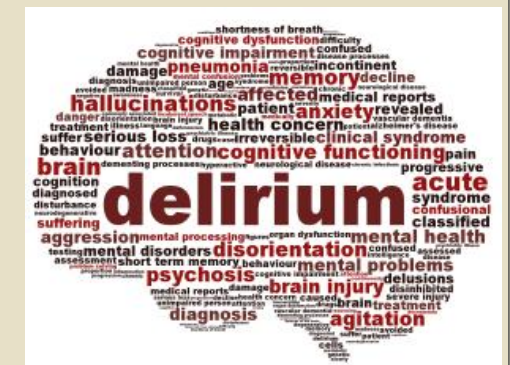
Alternatives to Restraint Use

- Increased education to Resident & Family – Bedrail free home
- Alternatives to restraint use pamphlet in new admission package
- Sleep on cover mattress introduced
- Weighted blankets
- Personalized toileting schedule
- Reassess restraint alternatives quarterly or when there is a change in resident's condition
- Increased in-services the staff on restraint monitoring and assessment
- Increased team huddle meeting where there is a risk to resident
- Hourly comfort rounds
- Bedrail free since 2022

Delirium Assessment



- RNAO- Delirium assessment. Screening Residents upon Admission and when there is a change in condition.
- Delirium pamphlet for Residents and family members
- Staff education on assessing residents for signs and symptoms of delirium
 - Example: A resident was screened for delirium upon admission and was determined that she had a urinary tract infection



Person & Family Centered Care

- Pre- Admission “Getting to know you” Questionnaire (implemented in 2023)
- RNAO- PFCC clinical pathway assessment upon admission.
- 8 hour, PFCC education session done for majority of staff provided by the outreach educator
- Knowing the Resident “Life History” and Life’s Journey posted in resident rooms with permission.
- Resident and Family Surveys yearly and results and Action plan reviewed with Resident and Family Council and at staff meetings.
- Plan of Care created from the resident perspectives. Plan of care that is guided by resident’s values, wishes, beliefs and preferences.
- List of staff that speak different languages
- Resident Rights in multiple languages
- Circle of Friends support group monthly
- Continued education for staff for the following
 1. The Working Mind (day workshop)
 2. Person Centred Cultural Training (day workshop)



Fall Prevention & Management

- Educate resident and family members of fall prevention strategies used in the home at admission.
- Fall prevention strategy initiated at admission based on physio initial assessment.
- Continue with our monthly Fall Committee meeting.
- Review the high risk and frequent fallers care plans at the meeting and update fall prevention strategies in the care plan recommended by physio and the team.
- Fall Lead reviews fall incidents at risk management report on a regular basis.
- Complete the post fall assessment and update the care plan on post falls.
- Continue with RNAO clinical pathway Fall Screening, Assessment and Management at admission and quarterly.

Palliative Care



- Monthly Palliative Care committee meeting
- Monthly Community of Practice meeting on Palliative Care
- Specialty/palliative care conference meetings with family. NP is facilitating the meeting with us.
- Sr. Bernadette and Sr. Sabina are members of Palliative Care committee, and attend specialty/palliative care conference meeting as needed. They also visiting and assisting at end of life as a spiritual support.
- Increased DNR's with the effort of specialty/palliative care conferences/annual care conferences with resident and family. 5% increase of DNR's from last year.
- PPS (Palliative Performance Scale) score is showing on the resident's dashboard in PCC.
- Palliative care assessment and care plan are in place for residents with PPS 30% and less.

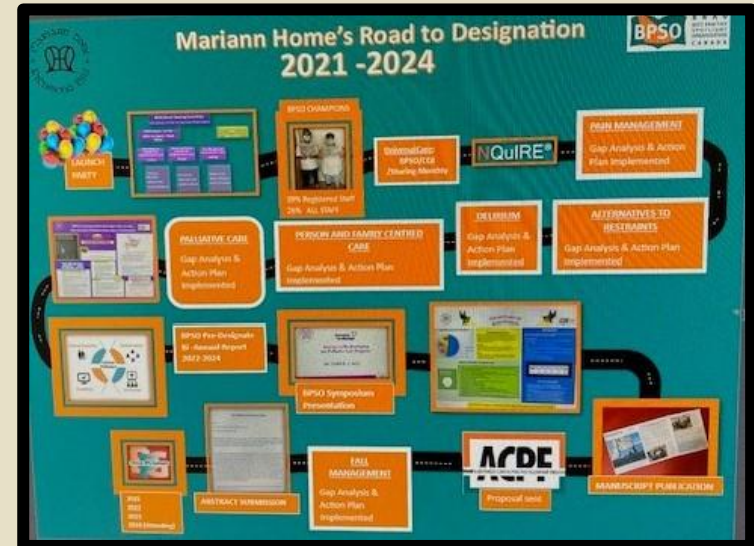
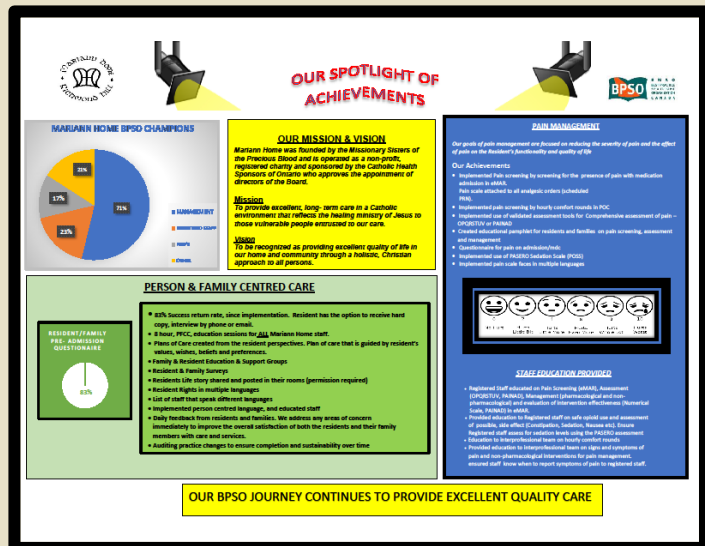
Trainings/Sustainability



- BPSO champions – 35% of staff members
- Clinical BPG Institute – (2021- 2024) 4 registered staff trained
- Leap (Learning Essential Approaches to Palliative Care) training for staff
- All in Palliative Care (CLRI) – 36 staff members completed since 2022
- GPA training – Twice full day training last year with 24 staff completed
 - 90% nursing and activity staff have completed GPA training
- Fundamentals of Palliative Care training – full day training - 21 staff completed
- End of Life Pain Management training to staff
- Annual staff appreciation BBQ for BPSO work.



Mariann Home BPSO Symposium Posters 2022-2024



BPSO Deliverables

MANUSCRIPT PUBLISHED
IN SEASONS MAGAZINE
SPRING 2024

ADVANCED CLINICAL
FELLOWSHIP PROGRAM



Shared by : Villa Colombo, Tony Stacey Centre for Veterans Care & Mariann Home

- ACPF application was sent in May 2024 and got accepted.

Enhancing the Palliative and End-of-Life Care Journey at
Universal Care

Shared by: Villa Colombo, Tony Stacey Centre for Veterans Care
and Mariann Home.



Mariann Home BPSO Symposium 2025



Mariann Home BPSO Video



Our journey has led us to positive changes, that has enhanced the Quality of Life of the Residents, Family, Staff, and Volunteers at Mariann Home.

Our BPSO Journey Continues