

# Continuing Care Connection

Summer| 2023

## Welcome

The quarterly Continuing Care Connection (CCC) newsletter highlights new and updated provincial/zone education and practice resources that are available on the CCC website. Learn more about Continuing Care Health Services Standards (CCHSS), policies, business, and professional practices. Access to Lippincott is also available through the Learning tab by clicking on Education.



## Learning Calendar

- External - The Working Mind for LTC Employees
- North Zone - Continuing Care/Seniors Health Educators CoP
- North Zone - Continuing Care & Designated Supportive Living CoPs
- South Zone - Seniors Health RAI 2.0 Tracking Tool Education



What you will find in this quarters issue:

- Learning Calendar
- Learning Essential Approaches to Palliative Care (LEAP)
- Updates to Coordinated Access Page
- Quality Stories Announcement
- Quality Improvement Policy
- New Practice Resources - Diabetes & Sexuality
- New AHS Customized Lippincott Procedure!
- Updates to Coordinated Access Page
- New Practice Resource: Leaving Slings in Place



# Learning Essential Approaches to Palliative Care (LEAP)

## [Palliative & End-of-Life Care | Continuing Care Connection](#)

The Palliative and End-of-Life Care (PEOLC) portfolios and the Provincial PEOLC team within AHS are excited to partner with Pallium Canada to deliver LEAP training to health care providers across the province until March 31, 2024.

The following will benefit from this LEAP PEOLC education at no cost to the learners:

- AHS Continuing Care Programs: Home Care, Palliative Home Care, Palliative Pediatric Acute / Home Care / Hospice and Supportive Living
- Cancer Care Alberta (Oncology Health Care Professionals)
- Health Care Providers working with patients who have Heart Failure and Lung Disease
- AHS Continuing Care Contracted Providers: Covenant Health, Hospices, Contracted Agencies (Home Care), Long Term Care, Supportive and Facility Living
- AHS Partners in Palliative Care: EMS, Community and Front-line Paramedics, Allied Health (Pharmacists, Social Workers, Physiotherapists, Spiritual Care, Acute Care & Emergency Staff and Physicians, Outpatient specialty clinics, Indigenous Programs and Partners, Community programs serving marginalized and homeless populations, Primary Care Networks (PCNs), etc.
- AHS and Continuing Care Contract Provider Health Care Aids and / or Personal Support Workers

Pallium's award-winning LEAP courses are considered the gold standard for PEOLC education for health care organizations and professionals in Canada. LEAP courses provide health care professionals with the knowledge, attitudes, and skills to help provide palliative care to patients and families facing life-limiting illnesses.

Funded by an Alberta Health Grant the following Online Pallium's courses are being offered provincially at no cost to learners:

LEAP Core	LEAP Indigenous Cultural Safety Module (later in 2023)	LEAP Paramedic
LEAP Heart	LEAP Long Term Care	LEAP Pediatric (Available in September)
LEAP Home Care	LEAP Lung	LEAP Personal Support Worker
LEAP Hospital	LEAP Oncology (Available in August)	

For more information about the eligibility to participate in this opportunity, please contact your AHS Zone Coordinator as listed below and provide them with where you are located and which course you would like to enroll in. Please note that seats are limited in each session.

**Zone**

Calgary  
 Central  
 Edmonton  
 North  
 South

**Email Contact**

[palliative.education@ahs.ca](mailto:palliative.education@ahs.ca)  
[CentralZoneLEAPRegistration@albertahealthservices.ca](mailto:CentralZoneLEAPRegistration@albertahealthservices.ca)  
[EZPCP@albertahealthservices.ca](mailto:EZPCP@albertahealthservices.ca)  
[NorthZoneLEAPRegistration@albertahealthservices.ca](mailto:NorthZoneLEAPRegistration@albertahealthservices.ca)  
[SZSHSupportReporting@ahs.ca](mailto:SZSHSupportReporting@ahs.ca)

If you are interested in the LEAP Oncology course (Available in August), please contact [LEAP.Oncology@ahs.ca](mailto:LEAP.Oncology@ahs.ca)

If you require additional information, please email [palliative.care@ahs.ca](mailto:palliative.care@ahs.ca)

## Updates to Coordinated Access Page

This revised urine testing algorithm for long term care and designated supportive living replaces a previous one using in long term care (UTI in LTCf Checklist). The Provincial Appropriateness & Stewardship in Asymptomatic Bacteriuria (ASAB) Initiative worked with stakeholders in continuing care, infectious diseases and antimicrobial stewardship to make these changes. The algorithm is available in print and electronic formats on the [Appropriateness of Care: Asymptomatic Bacteriuria](#) webpage, and also on the CCC on the [Elimination](#) page.

**Symptom free pee:  
Let it be**

**Asymptomatic Bacteriuria in Adults:  
Optimizing Urine Testing and Management**

# Quality Stories Announcement

The launch of the new Quality Spotlight was a success!

- The first edition focused on Falls Best Practices at Bethany CollegeSide.
- The second edition focused on team debriefs in a psychologically safe environment.
- The newest edition focused on the development of the Covenant Café, using the principle of placemaking to improve resident spaces.

Check out Quality Management communications which includes [Everything Quality](#), [Quality in Action](#), and [Quality Spotlight](#).

If you have quality improvement stories to share or wish to subscribe, please reach out to [continuingcare.quality@ahs.ca](mailto:continuingcare.quality@ahs.ca)

**QUALITY SPOTLIGHT**  
CONTINUING CARE  
Improving programs through quality innovation!  
February 2023

**Falls Best Practices at Bethany CollegeSide**

**THE OPPORTUNITY & GOAL**

By a strong alignment with best practices in falls prevention and management across sites to Bethany CollegeSide, the interdisciplinary team focused on improving their level of performance to create a safer environment for both long-term care residents and young adult residents.

**THE PROCESS**

Bethany CollegeSide has implemented the following processes to mitigate fall risks:

1. Strong fall prevention plan
2. Collaboration of a multi-disciplinary team including nursing, physiotherapy, and occupational therapy
3. Active Health Fall Tracking to inform care plan updates and process improvements, and
4. Implementation of a Bed Alarm Activation Test.

Care teams observe monitor fall indicators to stay ahead of any potential risks and these risks are discussed and addressed by a multidisciplinary team in monthly Care for Stable Outcomes (CSO) in partnership with the Falls Management Community of Practice at the Bethany Care Facility (BCF). They have developed a clear algorithm to guide the appropriate use of fall alarms.

**THE OUTCOME**

Bethany CollegeSide has consistently maintained its falls in the last 30 days quality indicator below provincial and national averages in Q1 2022 through adoption of a comprehensive approach to address quality improvement opportunities related to falls including engaging the interdisciplinary care team, implementing a resident approach to review and address fall risks, and sharing knowledge with the BCF care teams via the BCF Fall Prevention Community of Practice.

An evaluation approach was established to measure the effectiveness of the changes implemented, involving regular monitoring of the falls indicators and conducting follow-up discussions in the CSO to measure the impact of these activities.

**KEY LEARNINGS & RESOURCES**

Engaging with all roles within the care team to ensure buy-in and a shared vision was a key success factor. Some non-organizational approaches that have been used but not fully engaged with with care teams have been shown to be most effective.

For more information, please contact [falls.best@ahs.ca](mailto:falls.best@ahs.ca)

Questions? Contact us at [www.ahs.ca/continuingcare](http://www.ahs.ca/continuingcare) or email [continuingcare@ahs.ca](mailto:continuingcare@ahs.ca)

# Quality Improvement Policy

**Alberta Health Services** **POLICY**

**TITLE**  
QUALITY IMPROVEMENT

**SCOPE**  
Provincial: Seniors Health and Continuing Care

**APPROVAL AUTHORITY**  
Vice President: Provincial Clinical Excellence

**SPONSOR**  
Seniors Health and Continuing Care

**PARENT DOCUMENT TITLE, TYPE, AND NUMBER**  
Not applicable

**DOCUMENT #**  
HCS-240

**INITIAL EFFECTIVE DATE**  
May 21, 2019

**REVISION EFFECTIVE DATE**  
March 27, 2023

**SCHEDULED REVIEW DATE**  
March 27, 2026

**NOTE:** The first appearance of terms in bold in the body of this document (except titles) are defined terms – please refer to the Definitions section.

If you have any questions or comments regarding the information in this document, please contact Policy Services at [policy@ahs.ca](mailto:policy@ahs.ca). The Policy Services website is the official source of current approved policies, procedures, directives, standards, protocols, and guidelines. Only the electronic version of this document, as hosted on the Policy Services website or [www.ahs.ca](http://www.ahs.ca), is valid.

## OBJECTIVES

- To recognize and support quality improvement processes that identify, improve and evaluate quality of care, quality of life and quality of services delivered within **Continuing Care**.
- To support compliance with the legislated *Continuing Care Health Service Standards (CCHSS)* as the minimum standard of care.

The [Quality Improvement Policy](#) has been updated to reflect the current status, and approach to quality across Continuing Care in Alberta. Alignment has been added to specifically address the Continuing Care Quality Plan which is the overarching guidance document related to quality for Continuing Care as well as the AHS approach of the Quadruple Aim. The updated Policy will be integral in continuing a consistent and accountable approach to quality as the organization moves forward on major initiatives such as support of the Legislation review and update and response to the Facility Based Continuing Care (FBCC) response to recommendations.

Further Questions? Contact [ContinuingCare.Quality@ahs.ca](mailto:ContinuingCare.Quality@ahs.ca)



## New Practice Resources!

Check out the [Diabetes Practice Resource](#) page for new resources on Insulin, including insulin pens and insulin pump information. Check back soon to access a diabetes education module!

The [Sexuality Practice Resources](#) have been updated and includes links to online learning modules and new resources. Check out the [Sexual Expression in Continuing Care](#) Alberta website for infographics, digital stories, publications and resources. A new online course is coming soon!

## New AHS Customized Lippincott Procedure!

Clinical staff who administer POTENTIAL or REPRODUCTIVE hazardous medications may also be required to prepare them when pharmacy services staff are not available. The *Hazardous medication preparation and handling, POTENTIAL or REPRODUCTIVE hazardous medications* procedure is now posted on Lippincott. The link to access Lippincott Procedures on the CCC is under Learning Opportunities> [Education](#).

The screenshot shows the Lippincott Procedures interface. At the top, there is a search bar with the text 'Search Query' and a dropdown menu set to 'All Procedures and Advisor Content'. The main content area displays the title 'Hazardous medication preparation and handling, POTENTIAL or REPRODUCTIVE hazard medications'. On the left side, there is a table of contents with checkboxes for sections like 'Critical Notes!', 'Introduction', 'Equipment', etc. On the right side, a 'Critical Notes!' box contains the text: 'For more information about hazardous medications, please refer to:' followed by a bulleted list of links: 'Hazardous Medication Handling page', 'Hazardous Medication Personal Protective Equipment (PPE) Guide', 'Hazardous Medication List (AHS.ca)', and 'Lippincott Procedure- Hazardous medication spill response'.

**Please note:**  
Hyperlinks in the Lippincott Procedure are not accessible to non-AHS staff.

Hazardous Medication resources are on the CCC under Practice Resources> [Medication Management](#) for Continuing Care Operators to access.



## Updates to Coordinated Access Page

[Coordinated Access | Continuing Care Connection \(albertahealthservices.ca\)](#)

The resources on the Coordinated Access Page on Continuing Care Connections have been updated. Documents that have been rescinded were removed and the [Designated Living Option Guide for Case Managers](#) was added to CCC.

## New Practice Resource: Leaving Slings in Place

[Equipment & Assistive Devices | Continuing Care Connection \(albertahealthservices.ca\)](#)

Best practice is to remove any type of transfer sling from under the individual when a transfer is complete. In some circumstances, client-centred assessment may result in the recommendation to leave a sling in place instead. The 'Practice Resource: [Leaving Slings in Place](#)' was developed with provincial consensus on the practice considerations that guide decision-making.