
Central Community Support Services Network

Capacity Building Initiative

Service Delivery Best Practice Guidelines Report

Based on evidence gathered through a literature review (provincial, national, international), a key goal of the Capacity Building Initiative (CBI) is to identify and document best practices in service models of care for seniors in adult day programs, transportation, and homemaking services.

To address this goal, CBI worked with an Advisory group comprised of managers, coordinators and directors of client services who provided one or more of the researched services.

The agency self-assessment was distributed to 20 agencies with one or more of the above services on March 16, 2009. There were some technical difficulties with the SharePoint module. Sixteen of the 20 agencies completed the assessment and developed quality improvement action plans to address gaps. A summary report highlighting key findings will be presented to the Governance Committee in June 2009.

Overall success - Knowledge Transfer - Information Sharing

The Self Assessment provides easy access to resources, tools, and creates a venue for knowledge exchange on areas including sample policies, forms and templates, i.e. Best Practice Policy on Suicide Prevention, ARO Best Practice forms.

Training gaps easily identified

Conducting the Self Assessment among agencies assisted in identifying Best Practice training gaps. CBI's Human Resource Strategy will address the following gaps in Year 2:

Adult Day Program - First Aid, CPR, infection control, food handling, and programming

Transportation Training and Orientation for Drivers - safe winter driving, lifting and transferring technique (standard training and orientation for drivers does not currently exist)

Home Support Workers - including dementia, dealing with crisis, CPR, infection control, food handling, ethics and confidentiality in patient care, home safety precautions, working with diverse populations, home management (100 per cent of the agencies had a training and orientation for staff, however, 30 per cent of the trainings do not cover the basic requirements)

Leadership/Supervisory Training - Source supplier and develop a CSS Innovative Leadership Development Curriculum for leaders/supervisors based on CSS identified competencies

Identified for Policy Review

Medication Management Best Practice Guideline: A Medication Management pilot project has been established with the Central CCAC, CHATS and CBI to support implementation of Medication Administration Best Practice guidelines as outlined by CBI on Adult Day Programs. The purpose of the pilot is to provide information, tools and systems that are intended:

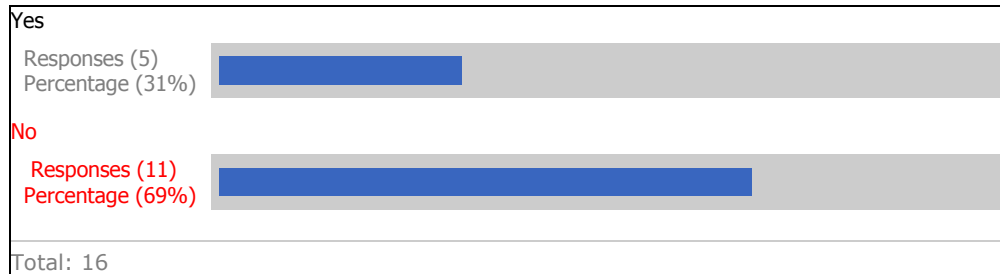
- To reduce medication errors in day program facilities
- To improve the quality of care and quality of life for adults attending Adult Day Programs
- To increase the acceptance eligibility for community Adult Day Programs
- To outline strategies for prescribing, dispensing, delivering, storing, administering and monitoring medications
- To reduce risk and professional liability

The good news

All 16 of the agencies met service delivery best practice guidelines with at least a 60 per cent compliance rate. All agencies have committed to an action plan that is most suited for their organization around meeting unmet guidelines.

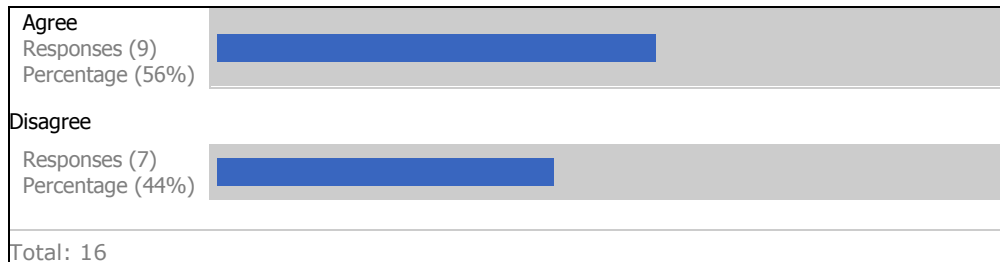
General Service Delivery Best Practice Improvement Areas

- Practice: Agency has a documented policy on Dealing with Suicide



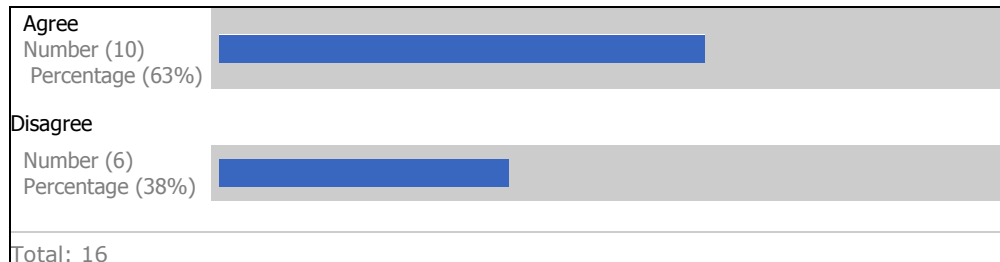
Action Plan: All 11 agencies not in compliance have committed to implementing a policy on Dealing with Suicide as well as training staff on the policy. A best practice policy was provided by CBI.

- Practice: Agency conducts a random audit every six months of its client records to ensure they are complete, reliable and accurate



Action Plan: Agencies will conduct random audits by September 2009

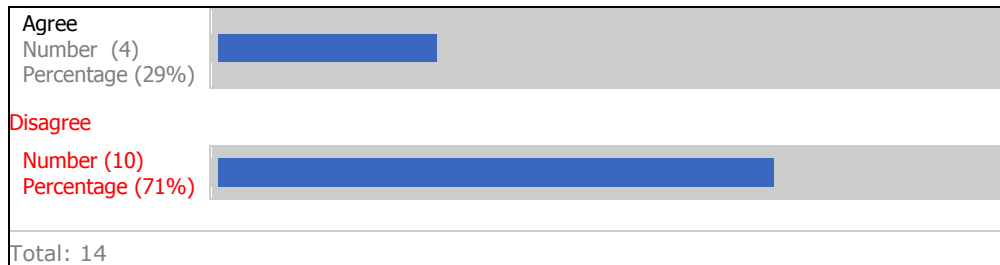
- Practice: All employees are WHIMIS - Workplace Hazardous Information Management System trained



Action Plan: Sufficient action plan was not proposed to rectify non-compliance of practice. CBI has developed and implemented an accessible WHIMIS training for agencies in Year 2.

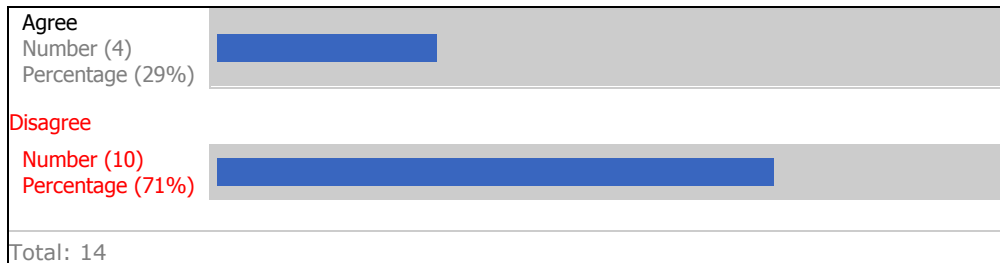
Adult Day Program Service Delivery Best Practice Improvement Areas

1. Practice: Agency develops a written policy that all assessments meet practice standards indicated in the interRAI CHA assessment tool, as well as by the Canadian Therapeutic Recreation Association



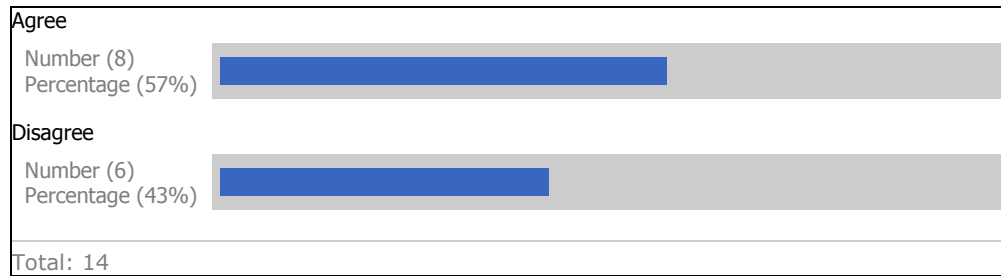
Action Plan: All Central CSS Network to transition Adult Day Programs to InterRAI CHA assessment tool by end of Year 3

2. Practice: Agency has a basic file on each active client, to include advance directives



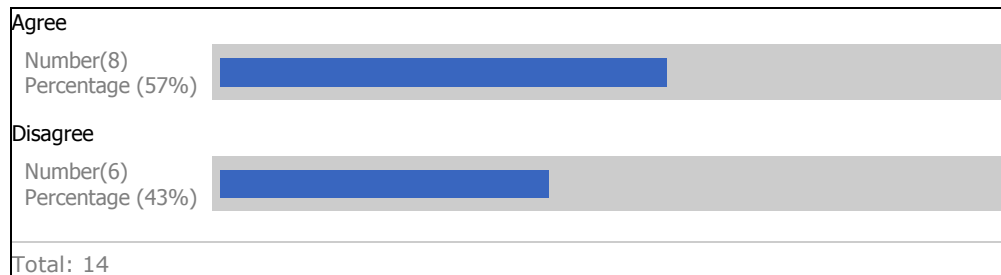
Action Plan: Practice has been put forth to Best Practice Advisory group for recommendation in meeting compliance

3. All staff members are trained in Sensitivity to Diversity competencies stated by CTRA services practice standards.



Action Plan: CBI to source and encourage standard Diversity Training by Year 3

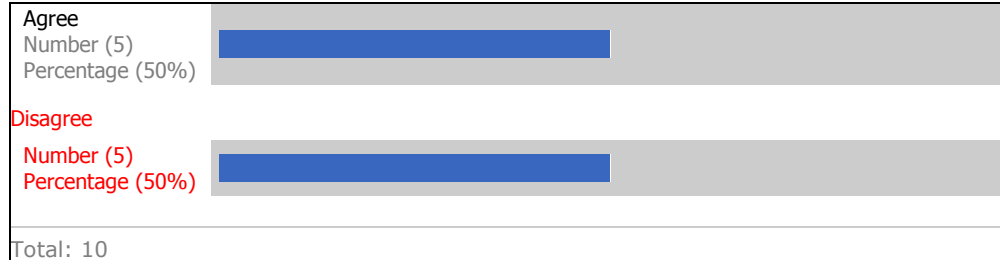
4. Program services to include rehabilitation, physical, occupational, speech-language, creative arts therapy and therapeutic recreation



Action Plan: CBI working with Central CCAC to implement pilot to include case management link to ADP's that will identify rehabilitation needs and make direct referrals

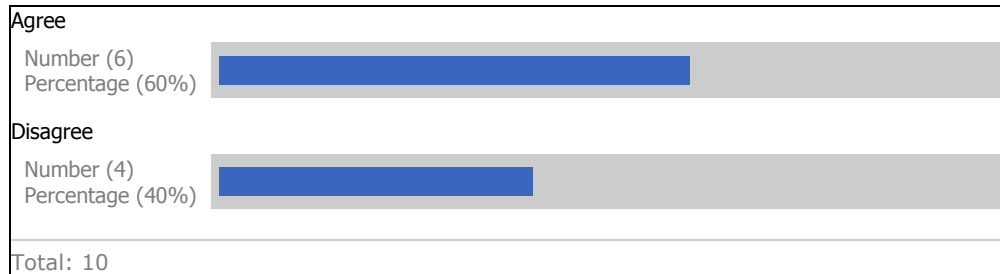
Homemaking Service Delivery Best Practice Improvement Areas

1. Practice: The provider regularly documents client satisfaction every 6 months



Action Plan: Practice has been put forth to Best Practice Advisory group for recommendation in meeting compliance. CBI will identify best practice satisfaction survey for agencies to implement

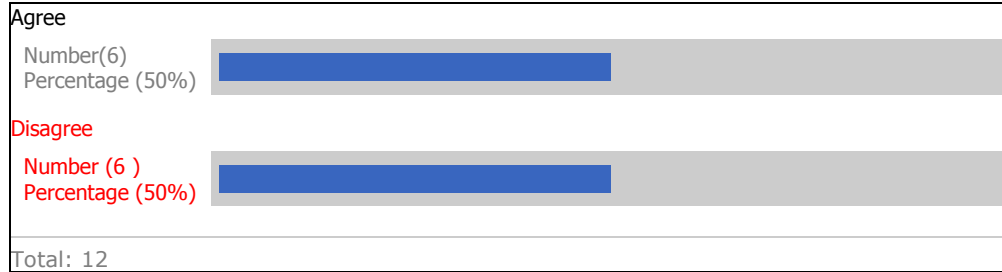
2. Practice: Home Support Supervisor meets the minimum qualifications including a minimum two-year CPR license and has passed a criminal background check



Action Plan: CBI to source supplier and develop a CSS Innovative Leadership Development Curriculum for leaders/supervisors based on CSS identified competencies.

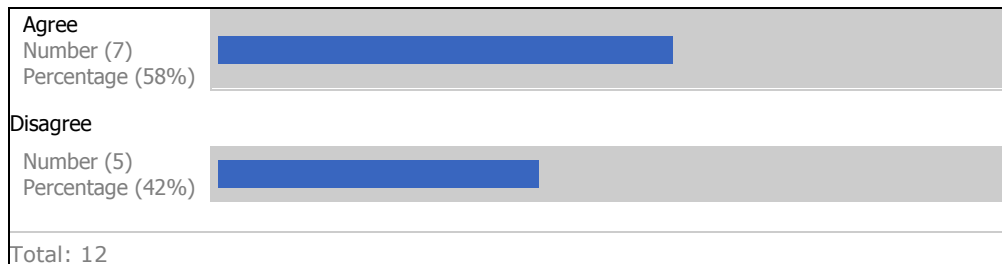
Transportation Service Delivery Best Practice Improvement Areas

- Practice: All drivers meet minimum requirements including, valid Ontario driver’s license, driver medical, driver abstract and driver police check and annual CPR/First Aid training?



Action Plan: CBI to source and encourage standard Drivers Training and Orientation and CBI to source screening check provider.

- Practice: A reimbursement policy is clearly stated and communicated to volunteer/paid drivers



Action Plan: Practice has been put forth to Best Practice Advisory group for recommendation in meeting compliance. CBI to source best practice Reimbursement Policy

Appendix: Service Delivery Guidelines for General Services, ADP, Transportation, Home Making Services