

Rest Haven Nursing Home Respite Restructurers

January 2015

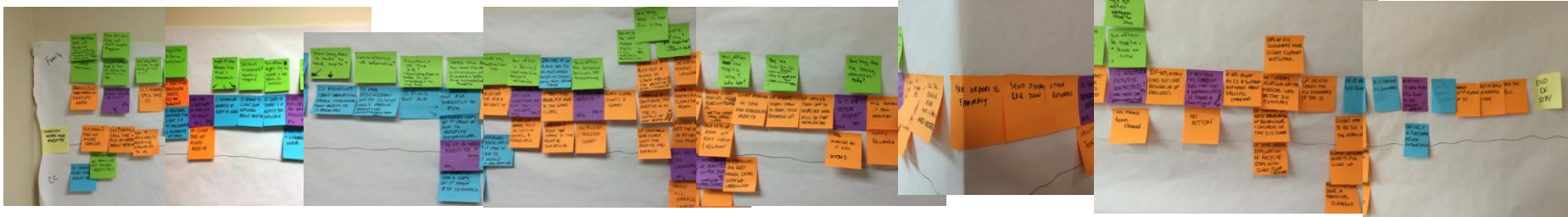
Define

The area of concern that our team focused on is the use of our Respite Bed. The use is generally a resource for those clients awaiting placement, or those who are in need, therefore anticipating a crisis is the key factor of respite success. There are several issues that impact the use of the Respite Bed in our facility and respectively in the Region. Some issues can have both a positive and negative effect on the use of a respite bed in Long Term Care. There is a cost to the use of the bed and this may be a factor in its use. Access when the need is greatest, as the bed may be booked by another client. Education of the community, and to the Case Coordinators who are accessing the service for the customers. Determining the overall regional use of respite and the factors that are leading to the service being underutilized is important to identify the measures to increase its overall use.

Define

- ***Problem Statement, Regional respite beds are underutilized due to several factors including, cost, access, knowledge and environment resulting in inefficient use of health care resources and frustration of customers and service providers.***

Define



Our use of sticky notes proved to positively identify the process of respite is not only a lengthy process but has many different players, including homecare, family, potential respite user and the facility. The process map identified that the Pre –Admission phase is the highest area of concern, leading to the underutilization of the Respite Bed.

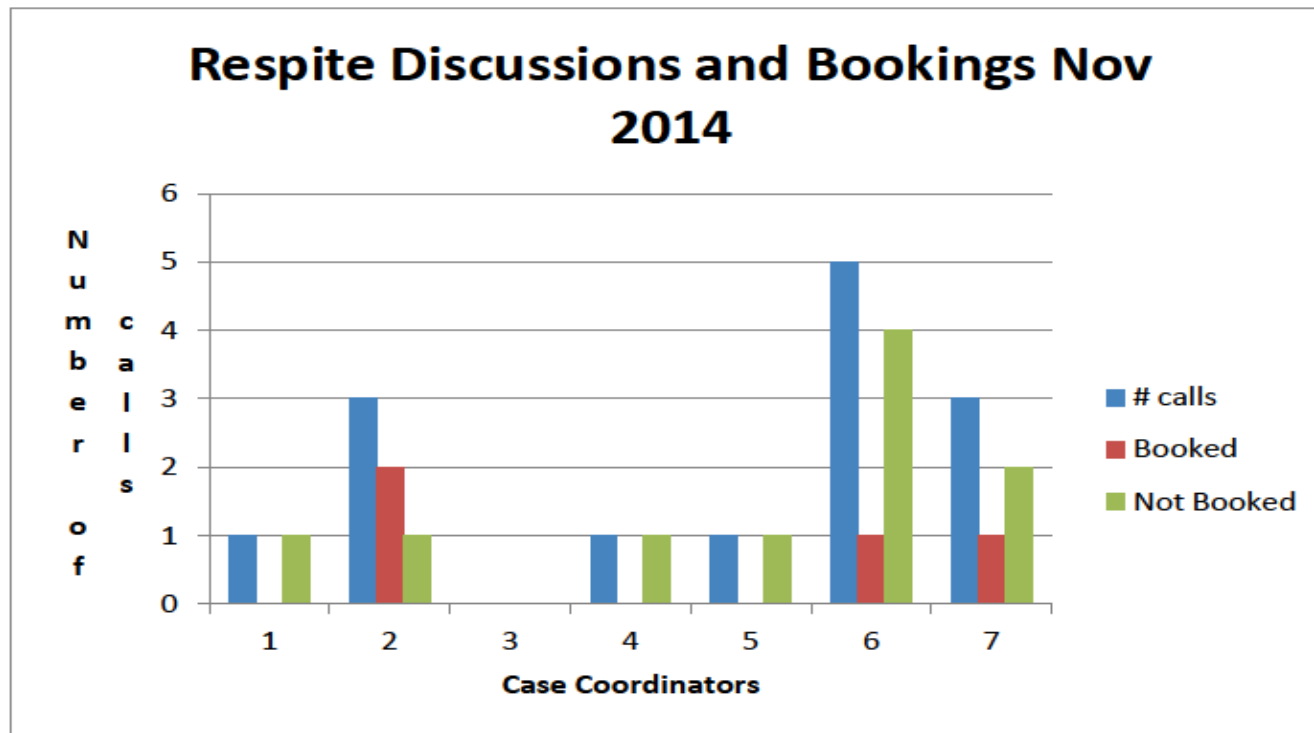
Measurement Plan

Prepared By:

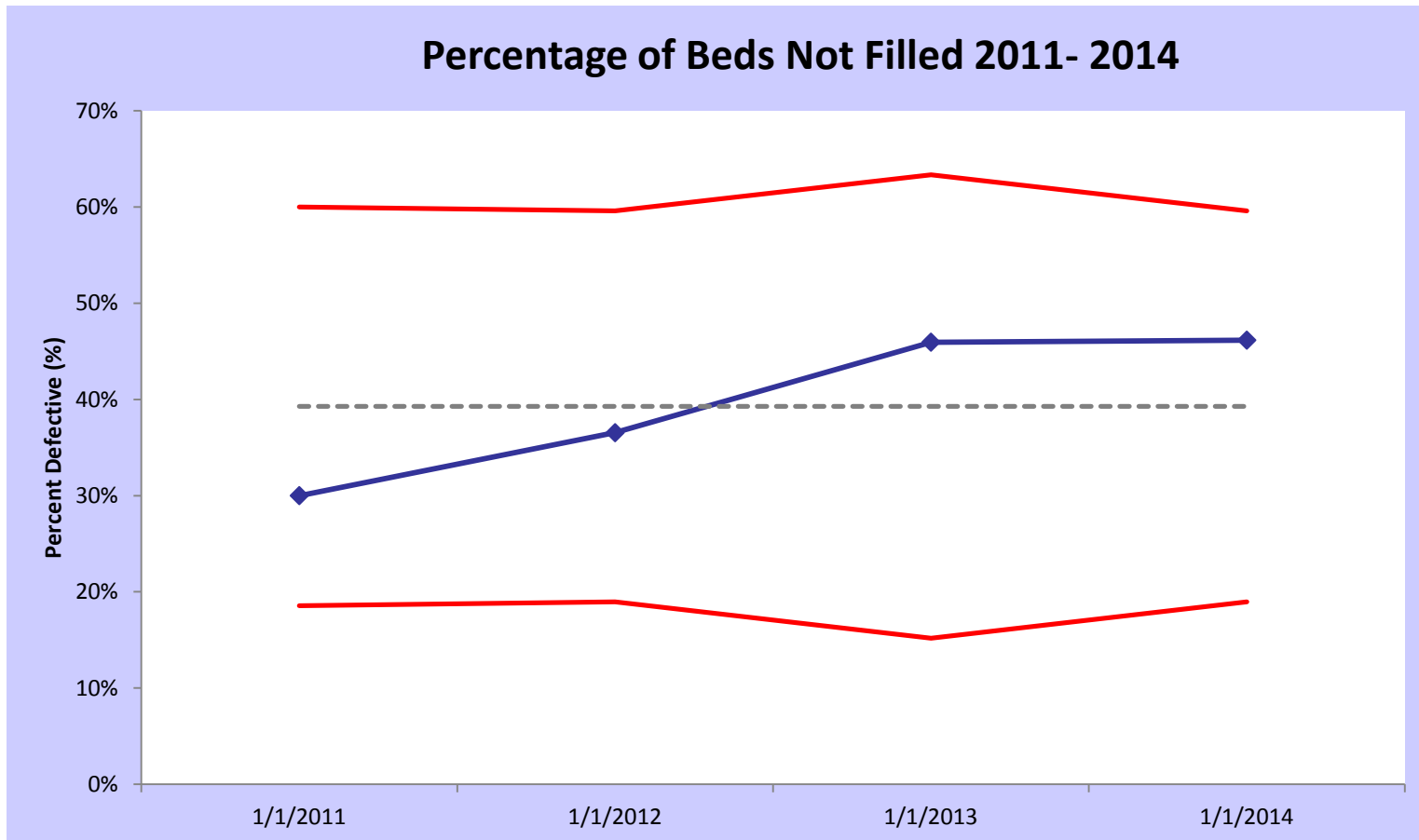
Organization:	Southern Health
Facility:	Rest Haven Nursing Home
Project:	Respite Restructures

What?	How?	Where?	Who?	When?
What is being measured?	How will you track the measurement? Tracking sheets, observations, other? Do you need any items to measure? Clock, pedometer, etc.	On which unit/area will the data be collected?	Who is responsible for collecting the measures measurements?	When are the measures being collected?
% Utilization of Respite Bed	This will be a retrospective review from data submitted to MB health	This will be collected at Rest Haven Nursing home	Lorraine Friesen and Don Fast	The measures are tabulated Nov 3-28, 2014, for the period Jan, 2011-present
Number of weeks the respite bed is filled with a paneled client compared to number of weeks filled with a non paneled client	This will be a retrospective review of data found on charts	This will be collected at Rest Haven Nursing Home	Lorraine Friesen and Don Fast	The measures are tabulated Nov 3-28 2014 for the period Jan 2011- present.
Respite Case Coordinator Survey	The survey is on an excel form and can be filled in online or printed and filled in	The data will be collected from the Case Coordinators in the east and those that have accessed the be previously in the west	Ginette Morgan and fellow case coordinators.	The measurement sheet with revisions was sent out Nov 6 ending November 28 th .
Respite user survey	This Survey will solicit past respite users by phoning past users	This will be collected at Rest Haven	Lorraine Friesen	These measures will include all respite users from 2013 to present

Analyze



Analyze



There has been a 16% decrease in usage since 2011 and 46% defect usage rate for 2013-2014.

Analyze

The Respite bed at Rest Haven Nursing home is under utilized. There was discussion of what the factors are to the lack of use, Cost, Access, Knowledge, and Environment were the main themes of issues that can prevent the use of the bed. Our PDSA are to address these issues.

Improve

**The respite bed usage deficiencies will be decreased to
20% by February 2015**

Improve



PDSA

Prepared By:

Organization:	Southern Health
Facility:	Rest Haven Nursing Home
Project:	Respite Restructurers

Plan - Describe what the new process will look like

The case coordinators will have a better understanding of the impact of empty bed to Rest Haven and possible benefits to consumers of appropriate respite bed usage.

Do – What are all the activities that have to take place to test this change.

Actions	Person Responsible	Due Date
Jan 15 th Tannis will attend the Case Coordinator meeting in Niverville to discuss the Respite project and next steps.	Tannis	Jan 15

Study

What are the post measure(s)	When will the process be re-measured	Data Outcomes
Increase calls to book bed on a regular basis with appropriate clients	Jan 15-28	As of January 15 th the Respite Bed was booked 100% January to April
Post meeting understanding	Jan 15	The response was positive and questions raised were regarding time frames and if shorter respite times are available. By raising hands 6 of 9 Case coordinators did not know prior to the meeting that the respite bed was only used at approximately 60% of the time.

Act

Will continue to answer questions as they arise and look at other areas to spread information regarding respite usage



Improve



PDSA

Prepared By:
Tannis Nickel

Organization:	Southern Health
Facility:	Rest Haven Care Home
Project:	Respite Restructurers

Plan - Describe what the new process will look like?

The Social Worker will call the case coordinators if there are any open weeks in the month ahead on the 15th of the month before.

Do - What are all the activities that have to take place to test this change.

Actions	Person Responsible	Due Date
The respite usage will be tracked to ensure that we have proper data	Lorraine + Don and Tannis	January 2015

Study

What are the post measure(s)	When will the process be re-measured	Data Outcomes
Jan 15 the respite bed is booked 100% from January to April	Feb 15	100% use of Respite bed at present

Act

To continue to monitor use and send out an email should there be a sudden cancellation to the respite room to ensure maintaining 100% occupancy.

Improve



PDSA

Prepared By:

Organization:	Southern Health
Facility:	Rest Haven Nursing Home
Project:	Respite Restructurers

Plan - Describe what the new process will look like?

The social worker and the DON of Rest Haven will provide the Steinbach Housing information pamphlets for their housing residents. This information will ensure that there is clear and consistent communication to the public regarding the process of accessing the Respite Bed at Rest Haven.

Do – What are all the activities that have to take place to test this change.

Actions	Person Responsible	Due Date
Tannis and Lorraine will ensure appropriate pamphlets are given to housing for distribution.	Tannis and Lorraine Housing staff	Jan 15
Tracking of calls for booking from these locations will be an indicator of how the information has helped with providing relevant information on booking a respite bed.	Home care Staff.	Jan 15-Jan 28

Study

What are the post measure(s)	When will the process be re-measured	Data Outcomes
The pamphlets were developed however approval and printing took delivery to the housing units till January 19 th	January 23 rd will ensure that all housing units were delivered pamphlets.	Linden place received 33 Woodhaven 86 Fernwood 136 Parkview 24 Cedarwood 29

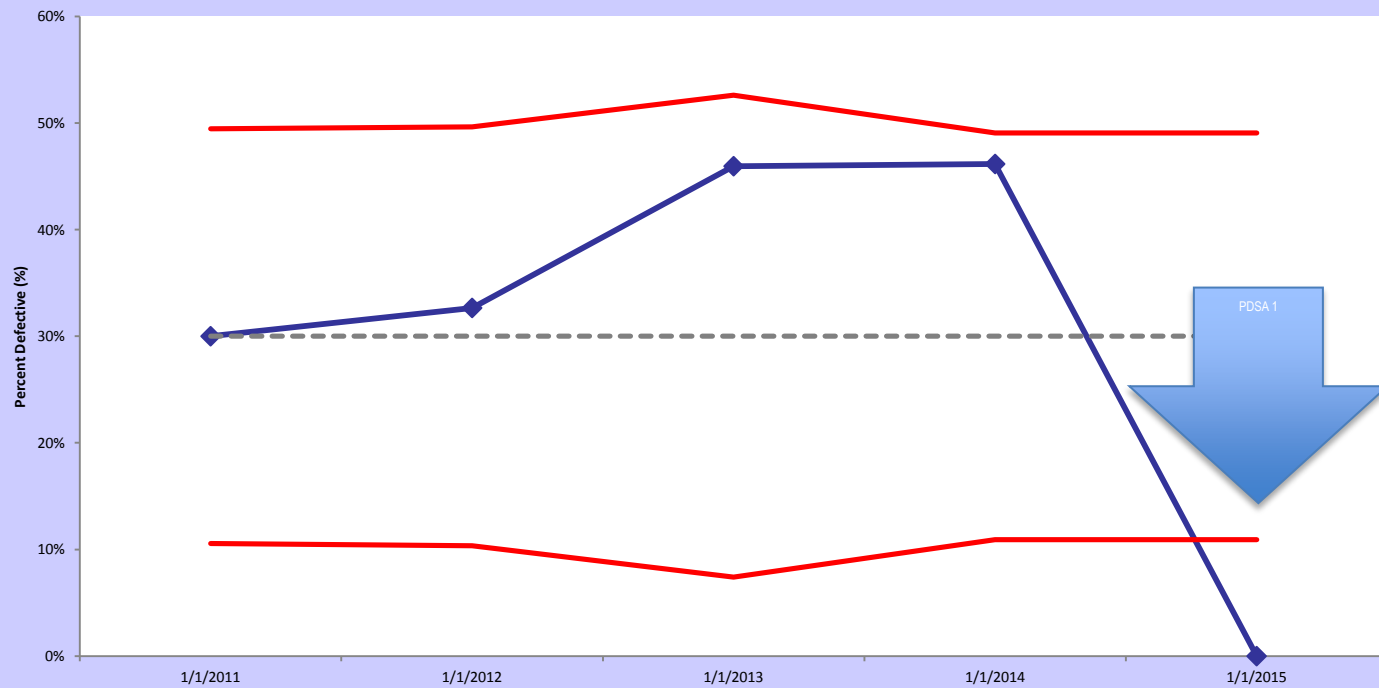
Act,

Haven Group will promote information to the residents that it serves on a more consistent basis through newsletters.

Improve

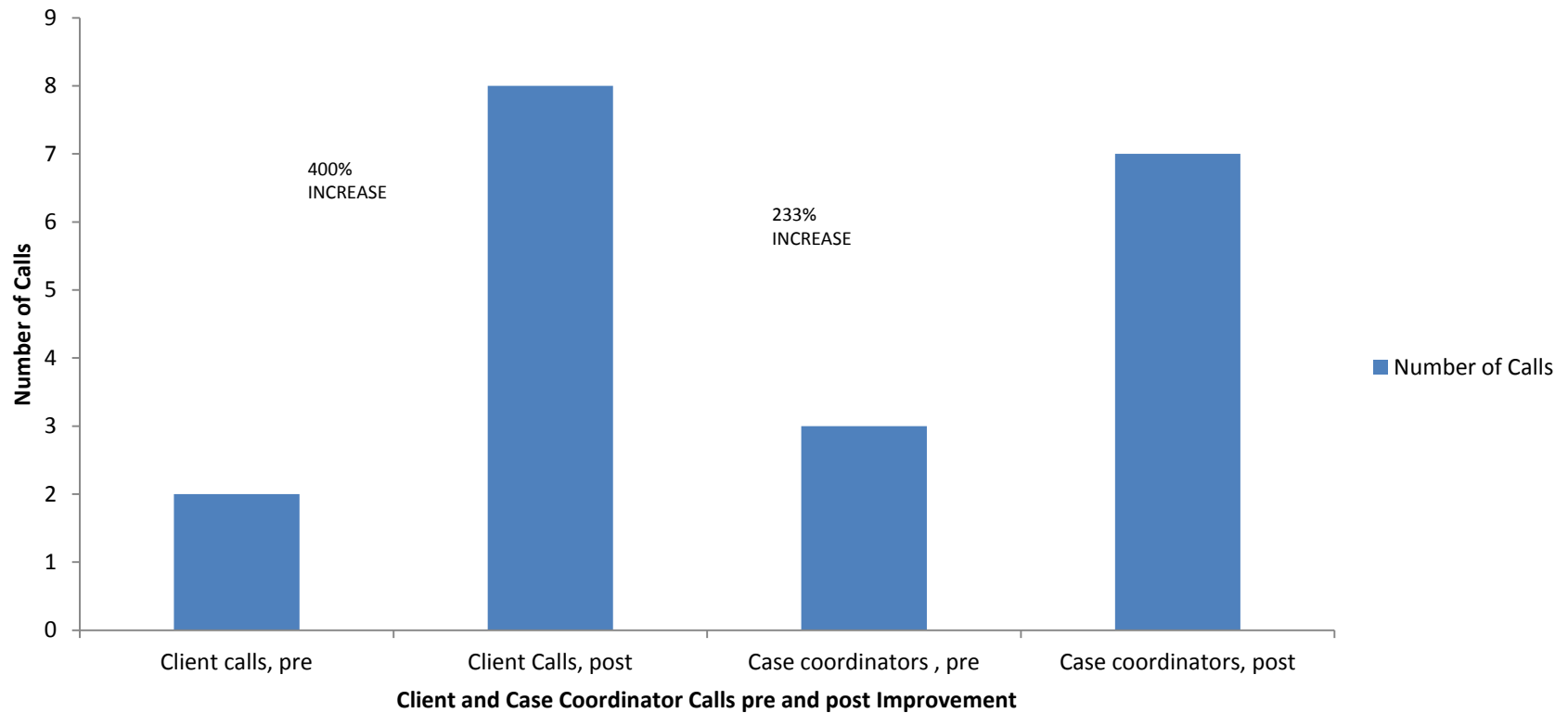
*Based on projected data

Respite Bed % Defect (beds not used)
Rest Haven Nursing Home
2011-2015*



Improve

Call initiation Nov, vs, Jan



November 2014- January 2015

Improve

- **Our improvement began December 15, 2014**
- **The social worker in the facility has initiated an email to the Case Coordinators regarding empty respite bed weeks.**
- **Information in the form of a pamphlet was distributed by the tenant coordinators to 250 separate units between January 16-20, 2015.**
- **Attendance to a Case Coordinator meeting to discuss the project and present the information on respite bed usage at Rest Haven Nursing home and how we would like to spread our project through the Region.**
- **Bed usage defects decreased from 46% to 0**

Improve

- *Case Coordinators had not realized that the respite bed usage is being monitored and found was under utilized.*
- *Tenant care staff who passed out the brochures stated that some tenants did not know that this service was available.*
- *Case coordinator calls increased by 650%*

Control

- Ensure that the Respite bed is monitored on the 15th of each month to ensure that the next month is booked. Sending the email to all case coordinators to ensure that if they have potential clients appropriate for respite they book them in where available.
- Tenant coordinators of housing will continue to give tenants information regarding the respite bed at Rest Haven.
- Attend Case Coordinators meetings and provide updates regarding respite usage.

Lessons Learned

- The most important lesson learned is that knowledge is the key factor to ensuring that the respite bed is used.
- The use of the bed is important to the residents in the area as a resource of alternate care to a family member who may or may not be paneled to a Long Term Care facility.
- The use of the respite bed in the facility prolongs the caregivers ability to care for the resident at home.
- Facility and Home care resources are used appropriately when a resident is in respite.
- Regular dissemination of information regarding the respite bed has an impact on usage.

Next Steps

- The project will be spreading... providing information to the north/west Case Coordinator meeting on Feb 26th on our improvement process and its success .
- Currently seeking out Data on Bed usage on the other respite beds in the region and though the LEAN process will determine if it can be a system wide change to improve respite usage.

The Team!



Team Members, Don Fast. Ginette Morgan, Heidi Wiebe, Lorraine Friesen, Brigette Banman, Tannis Nickel, Missing, Greg Reid.