



Parkview Manor – a RNAO LTC-Best Practice Spotlight Organization (LTC-BPSO)

In 2014, the Registered Nurses Association of Ontario put out a call to all LTC homes looking to form 3 year partnerships for implementing, sustaining and disseminating RNAOs Best Practice Guidelines (BPGs). Parkview Manor was chosen to embark on this journey with RNAO to embrace practice change that would result in better outcomes for our residents.

Parkview was only required to implement and sustain 3 BPGs, we implemented 5 BPGs:

1. Person and Family Centred Care
2. Preventing and Addressing Abuse and Neglect of the Older Adult
3. Assessment and Management of Pain
4. Promoting Continence using Prompted Voiding
5. Prevention of Constipation in the Older Adult Population

What is a Best Practice Guideline (BPG)?

BPGs are documents created by an interdisciplinary team of experts in the field of the chosen topic. One part of the team does extensive literature reviews, others are on the team for their expert opinion. Still others are asked to review the guideline before it is published to ensure the information is applicable to the nurses that would be using the guideline at the point of care. These guidelines are trusted worldwide. Parkview is eager to ensure we are providing care that is based on evidence. Working with the RNAO has helped us achieve this.

Culture Change

Throughout this journey we have adopted new practices and improved some other practices to align with what the evidence tells us is most appropriate in our setting. This kind of culture change takes time, but our staff have done a fantastic job of embracing the change as they understand these changes benefit all involved, especially each individual resident.

The Future

We are expected to continue to mentor other homes and help them gain interest and momentum in adopting BPGs. We use every opportunity to share our resources and help other facilities lay the ground work for their work in BPG implementation.

We will continue to implement new BPGs as we move forward. In 2017 our focus will be sustaining the changes made in the BPGs mentioned above as well as continue our work with the Leadership BPG.

Thank you to all the residents, staff, families and RNAO for your help on this phenomenal journey.