


SfCare Self-Assessment Report Card

ABC Long Term Care Home - Sep 19, 2018

This report card highlights your achievements and identifies opportunities for continuous quality improvement.

| sfCare Recommendation | Your Rating | Resources in the sfCare Getting Started Toolkit | Page |
|--|---|---|-------|
| 1 Making strategic commitments |  | <ul style="list-style-type: none"> • 5-min video for executives • Print-ready version of the sfCare Framework • Senior Friendly Walkabout Framework | 18 |
| 2 Establishing guiding documents (such as policies) that reflect equitable, person-centred care |  | <ul style="list-style-type: none"> • How to apply a 'senior friendly lens' • Policy examples • Preferred / not preferred words for guiding documents | 19 |
| 3 Training staff |  | <ul style="list-style-type: none"> • 5 min training video for staff • Competency Framework for Interprofessional Comprehensive Geriatric Assessment • Cross-sectoral toolkit on 7 senior friendly topics (coming soon) | 20 |
| 4 Collaborating across sectors to create seamless transitions of care |  | <ul style="list-style-type: none"> • Guidelines for transferring care to others • Evaluation questions to measure the effectiveness of transitions • Improvement package for transitions in care | 21 |
| 5 Delivering interprofessional assessment and care |  | <ul style="list-style-type: none"> • Toolkits for implementing standard processes for delirium and functional decline • Print-ready posters, pamphlets and training materials to promote mobilization | 22 |
| 6 Providing patients with information to promote participation in care |  | <ul style="list-style-type: none"> • Guidance for goal setting with older adults • Verbal communication tips • Guidelines for making printed materials senior friendly • Easily searchable and up-to-date listings of health and community services for older adults in Ontario | 23-24 |
| 7 Creating collaborative care plans aligned with older adults preferences |  | <ul style="list-style-type: none"> • Guidance for goal setting with older adults • Template and user guide for creating coordinated care plans | 25 |
| 8 Evaluating the experience and outcomes of older adults |  | <ul style="list-style-type: none"> • Outcome measures for older adults • Tools for engaging older adults and caregivers in improvement initiatives | 26 |
| 9 Supporting care providers and older adults in challenging ethical situations |  | <ul style="list-style-type: none"> • Example of an ethical decision making framework | 27 |
| 10 Designing a physical environment that is conducive to the needs of older adults |  | <ul style="list-style-type: none"> • Design guidelines • Audit checklists | 28 |

Feedback

Your organization appears to be progressing towards becoming senior friendly. At this stage, it's important to maintain momentum by regularly communicating your organizations vision and action plan for senior friendly care. Use a variety of messengers and methods, such as: senior leaders, champions, volunteers, older adults / caregivers; and posters, newsletters, communication boards, emails, and lunch and learns.

Other steps to consider:

1. Share this report card with senior leaders and staff.
2. Review the resources in the [sfCare Getting Started Toolkit](#). The toolkit will be updated regularly with new tools and resources.
3. Decide on organizational priorities for senior friendly care, and create a plan to accomplish them. Areas of clinical priorities for senior friendly care include delirium and functional decline.
4. Visit our website <http://rgp.toronto.on.ca/> for additional resources.
5. Invite staff to attend RGP educational webinars, or subscribe to sfCare Newsletters. [Click here](#) to subscribe.
6. Participate in the sfCare forum (launching in fall 2018 on our website) - a collaborative space for healthcare providers to learn from and inspire each other - share experiences and tools, ask others for advice, or read a topic of interest.

SAMPLE

Comparison with others

The table below provides a comparison of your rating with an average of others in your sector across your LHIN and across Ontario.

| sfCare Recommendation | Your Rating | Average ON Long Term Care Rating | Average Central LHIN Long Term Care Rating |
|--|-------------|----------------------------------|--|
| 1 Making strategic commitments | ★★★☆☆ | N/A | N/A |
| 2 Establishing guiding documents (such as policies) that reflect equitable, person-centred care | ★★★★★ | N/A | N/A |
| 3 Training staff | ★★★☆☆ | N/A | N/A |
| 4 Collaborating across sectors to create seamless transitions of care | ★★★☆☆ | N/A | N/A |
| 5 Delivering interprofessional assessment and care | ★★☆☆☆ | N/A | N/A |
| 6 Providing patients with information to promote participation in care | ★★☆☆☆ | N/A | N/A |
| 7 Creating collaborative care plans aligned with older adults preferences | ★★★★★ | N/A | N/A |
| 8 Evaluating the experience and outcomes of older adults | ★★☆☆☆ | N/A | N/A |
| 9 Supporting care providers and older adults in challenging ethical situations | ★★★☆☆ | N/A | N/A |
| 10 Designing a physical environment that is conducive to the needs of older adults | ★★☆☆☆ | N/A | N/A |

Appendices

Appendix 1 - Your Self-Assessment Survey Responses

| | |
|--|---|
| 1 - Commitments to the sfCare framework are included in the organization's strategic plan, operating plan, and/or corporate goals and objectives. | |
| Select all statements that apply: | |
| <input type="checkbox"/> | Senior friendly care is not currently an organizational priority |
| <input type="checkbox"/> | Our organization is currently implementing at least one senior-friendly quality improvement project |
| <input checked="" type="checkbox"/> | Our organization has a standing committee/team that implements senior-friendly improvement work on an ongoing basis |
| <input checked="" type="checkbox"/> | There is a member of the senior leadership team that is responsible for the work of the senior-friendly improvement committee/team |
| <input type="checkbox"/> | A coordinated plan or strategy for senior friendly care is in place, which aligns / prioritizes senior friendly initiatives across the organization |
| <input checked="" type="checkbox"/> | Our organization's senior leadership team receives regular reports on senior-friendly improvement work and actively monitors the work to ensure it aligns with the strategic goals/priorities of the organization |
| <input type="checkbox"/> | Senior-Friendly qualifications are incorporated into human resources processes when applicable (such as hiring and performance) |
| Comments / Notes | |
| None | |

| | |
|--|---|
| 2 - Guiding documents (such as policies, standards, procedures, guidelines, care pathways etc.) reflect senior-friendly values and principles; promote older adult's health, autonomy, dignity and participation in care; and ensure that an older adult will not be denied access to care or the opportunity to participate in research based solely on their age. | |
| Select the 1 statement that fits best | |
| <input type="checkbox"/> | Our organization has NOT YET reviewed guiding documents to ensure that they fully support the inclusion and unique needs of older adults |
| <input type="checkbox"/> | Our organization has reviewed SOME of the applicable guiding documents to ensure that they fully support the inclusion and unique needs of older adults |
| <input checked="" type="checkbox"/> | Our organization has reviewed MOST of the applicable guiding documents to ensure that they fully support the inclusion and unique needs of older adults |
| Comments / Notes | |
| We just completed reviewing all of our policies, and have a plan in place to ensure that any new policies are created following the senior friendly values and principles. | |

| | |
|--|--|
| 3 - Education and/or training is provided to all staff on senior friendly topics. | |
| We provide TRAINING TO ALL STAFF ON SENIORS' sensitivity - i.e. communication, general awareness on aging and the special needs of frail older adults, and training on how to recognize ageism and how it affects our attitudes and behaviour in our work. | |
| Select the 1 statement that fits best | |
| <input type="checkbox"/> | We do not provide this training |
| <input type="checkbox"/> | This training is optional |
| <input type="checkbox"/> | This training is mandatory and is provided one time only (e.g. such as in orientation) |
| <input checked="" type="checkbox"/> | This training is mandatory and must be completed on a regular cycle (refresher training required periodically) |
| We provide TRAINING FOR CLINICAL PROFESSIONALS ON CLINICAL TOPICS, such as the Senior Friendly 7 (cognition/delirium, continence, mobility/falls, nutrition, pain, polypharmacy, social engagement). | |

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| | |
|---------------------------------------|--|
| Select the 1 statement that fits best | |
| <input type="checkbox"/> | We do not provide this training |
| <input type="checkbox"/> | This training is optional |
| <input checked="" type="checkbox"/> | This training is mandatory and is provided one time only (e.g. such as in orientation) |
| <input type="checkbox"/> | This training is mandatory and must be completed on a regular cycle (refresher training required periodically) |
| Comments / Notes | |
| None | |

| | |
|---|---|
| 4 - Care delivery partners from all sectors have been identified, and collaborative processes exist to ensure information sharing and seamless transitions for older adults across the healthcare continuum. | |
| Select the 1 statement that fits best | |
| <input type="checkbox"/> | We are AWARE of our organization's care delivery partners (Aware = aware of each other but work independently) |
| <input type="checkbox"/> | We COMMUNICATE with our organization's care delivery partners (Communicate = active information sharing as we work towards our own goals) |
| <input checked="" type="checkbox"/> | We COOPERATE with our organization's care delivery partners (Cooperate = active information sharing , adjust plans to work in complementary ways) |
| <input type="checkbox"/> | We COLLABORATE with our organization's care delivery partners (Collaborate = Active information sharing, plan and work together towards shared goals) |
| We have a process in place which ensures seamless transitions for: | |
| Select the 1 statement that fits best | |
| <input type="checkbox"/> | NONE of our older adult patients |
| <input type="checkbox"/> | SOME of our older adult patients |
| <input type="checkbox"/> | MOST of our older adult patients |
| <input checked="" type="checkbox"/> | ALL of our older adult patients |
| Comments / Notes | |
| None | |

| | | | | |
|---|-------------|-------------|-------------|------------|
| 5 - Interprofessional assessment and care is guided by evidence-informed practice to optimize the physical, psychological, functional, and social abilities of older adults. | | | | |
| A - Across how many of the relevant areas of the organization are these practices implemented and sustained for DELIRIUM? | | | | |
| Select all statements that apply: | | | | |
| Delirium | | | | |
| | Across NONE | Across SOME | Across MOST | Across ALL |
| Screening | | | ✓ | |
| Prevention | | | ✓ | |
| Management | | | ✓ | |
| Monitoring | | | ✓ | |
| B - Across how many of the relevant areas of the organization are these practices implemented and sustained for FUNCTIONAL DECLINE? | | | | |
| Select all statements that apply: | | | | |
| Functional Decline | | | | |
| | Across NONE | Across SOME | Across MOST | Across ALL |
| Screening | | ✓ | | |

| | | | | |
|--|-----|---|---|--|
| Prevention | | | ✓ | |
| Management | | ✓ | | |
| Monitoring | | ✓ | | |
| Do you have another process of care initiative you are currently working on corporately? | | | | |
| Select the 1 statement that fits best | | | | |
| | Yes | | | |
| ✓ | No | | | |
| Comments / Notes | | | | |
| None | | | | |

6 - The older adult/caregivers are provided with information to let them know what to expect in their care, help them make decisions, and better self-manage their conditions.

Select all statements that apply:

| | |
|---|---|
| ✓ | Our organization provides verbal information to the older adult/caregivers related to the care plan, including self-care. |
| | Our organization provides practical written information to the older adult/caregivers related to the care plan, including self-care. |
| | Our organization provides referrals or recommendations to applicable community resources specific to older adults (such as exercise programs, social programs, or specialized geriatric outpatient services). |

Comments / Notes

None

7 - The care plan, goals, and expected results of care are developed in collaboration with all members of the care team and the older adult/caregivers and aligned with the older adult's preferences.

Across how many of the relevant areas of the organization are these practices implemented and sustained?

Select the 1 statement that fits best

| | |
|---|---------------------------------|
| | Across NONE of the organization |
| | Across SOME of the organization |
| | Across MOST of the organization |
| ✓ | Across ALL of the organization |

Comments / Notes

None

8 - A system is in place to measure the experience and outcomes of older adults and make improvements based on the results.

We use the following feedback mechanisms:

Select all statements that apply:

| | |
|---|--|
| ✓ | We do not measure the experience of older adults |
| | online/paper survey |
| | focus groups/interviews |
| ✓ | advisory committee |
| | comments cards or other |

Our organization reviews feedback:

Select the 1 statement that fits best

| | |
|--|-------|
| | Never |
|--|-------|

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| | |
|---|---------------|
| | Annually |
| ✓ | Semi annually |
| | Quarterly |
| In the last year, we have created and implemented an improvement plan based on feedback from older adults and/or their caregivers | |
| Select the 1 statement that fits best | |
| ✓ | Not this year |
| | Yes |
| Comments / Notes | |
| None | |

| | |
|--|---|
| 9 - An approach is in place to support care providers and the older adult/caregivers in challenging ethical situations. | |
| Select all statements that apply: | |
| | We do not have an approach in place for challenging ethical situations |
| ✓ | We have an approach in place for challenging ethical situations (for example a framework or process), which our care providers know about |
| | We make older adults / caregivers aware of our approach in case they ever need to identify an issue |
| Comments / Notes | |
| None | |

| | |
|---|--|
| 10 - Structures, spaces, equipment, and furnishings provide an environment that minimizes the vulnerabilities of older adults and promotes safety, comfort, functional independence, and well-being. | |
| Select all statements that apply: | |
| | We have not formally reviewed our structures, spaces, equipment, and furnishings to assess whether or not they are senior friendly |
| ✓ | We routinely review proposed physical environment purchases and changes made to physical spaces to ensure they meet the needs of older adults in our organization. |
| | We conduct regular audits of the physical environment (at a minimum once a year) to ensure it meets the needs of older adults in our organization. |
| | We have a plan to address senior friendly issues in the physical environment |
| We have optimized the physical environment for older adults. | |
| Select the 1 statement that fits best | |
| | Across NONE of the organization |
| ✓ | Across SOME of the organization |
| | Across MOST of the organization |
| | Across ALL of the organization |
| Comments / Notes | |
| None | |

Appendix 2 - The 10 sfCare Recommendations

The sfCare Getting Started Toolkit is based on 10 recommendations, which were developed from the sfCare Framework's 31 statements. These recommendations are comprehensive, action-based statements, which create the foundation for the sfCare Self-Assessment Tool and the Implementation Resources. The 10 recommendations are:

- 1** Commitments to the sfCare framework are included in the organization's strategic plan, operating plan, and/or corporate goals and objectives.
- 2** Guiding documents (such as policies, standards, procedures, guidelines, care pathways etc.) reflect senior friendly values and principles; promote older adult's health, autonomy, dignity and participation in care; and ensure that an older adult will not be denied access to care or the opportunity to participate in research based solely on their age.
- 3** Education and/or training is provided to all staff on senior friendly topics.
- 4** Care delivery partners from all sectors have been identified, and collaborative processes exist to ensure information sharing and seamless transitions for older adults across the healthcare continuum.
- 5** Interprofessional assessment and care is guided by evidence-informed practice to optimize the physical, psychological, functional, and social abilities of older adults.
- 6** The older adult/caregivers are provided with information to let them know what to expect in their care, help them make decisions, and better self-manage their conditions.
- 7** The care plan, goals, and expected results of care are developed in collaboration with all members of the care team and the older adult/caregivers and aligned with the older adult's preferences.
- 8** A system is in place to measure the experience and outcomes of older adults and make improvements based on the results.
- 9** An approach is in place to support care providers and the older adult/caregivers in challenging ethical situations.
- 10** Structures, spaces, equipment, and furnishings provide an environment that minimizes the vulnerabilities of older adults and promotes safety, comfort, functional independence and well-being.

Legend: Coloured numbers correspond with the sfCare Framework domains:

