



Building a Culture of Safety Through Resident and Family Engagement

October 16, 2024

Strengthening Medication Safety in Long-Term Care





Land Acknowledgement

Together, let us now pause as we acknowledge the Indigenous Peoples of all the lands that we are on today, from wherever we are virtually participating in today's meeting. Let us take a moment to acknowledge the importance of the land we each call home.

We do this to affirm our commitment and responsibility to improving relationships between nations, and to improving our own understanding of local Indigenous Peoples and their cultures.

We acknowledge the ancestral and unceded territory of all the Inuit, Métis, and First Nations people who call this nation home.

Let us now join in a moment of reflection to acknowledge the harms and mistakes of the past and to consider how each of us, in our own way, can move forward in a spirit of reconciliation and collaboration.

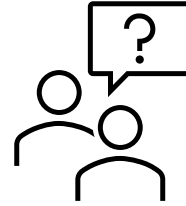


Webinar Housekeeping



Chat Box

The Chat feature is **disabled** during this session.



Question Box

Type questions in the Q&A box. We will answer as many as possible during the presentation.



Recording

A recorded version of this webinar will be available on OARC's website.
www.ontarc.com



Evaluation

After the webinar, a pop-up screen asking you to complete a survey will appear. Your feedback and suggestions are appreciated.



Overview

Opening Comments from Devora and Melissa

Introduction to Strengthening Medication Safety in Long-Term Care initiative

Innovator Home Program

Resident and Family Resources and Survey

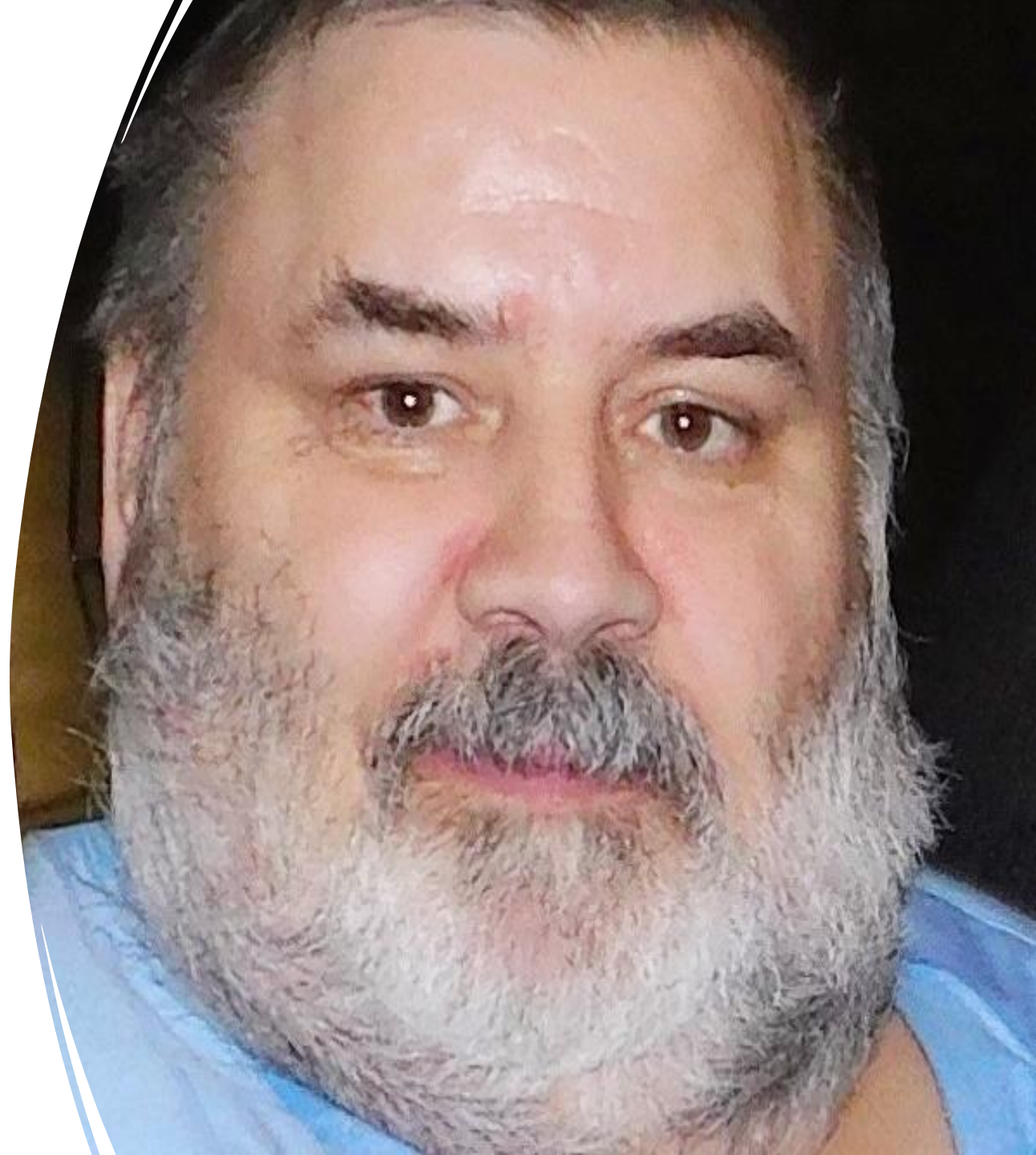
Translation of Resident and Family Resources

Q&A Session

Devora Greenspon



Les Froats



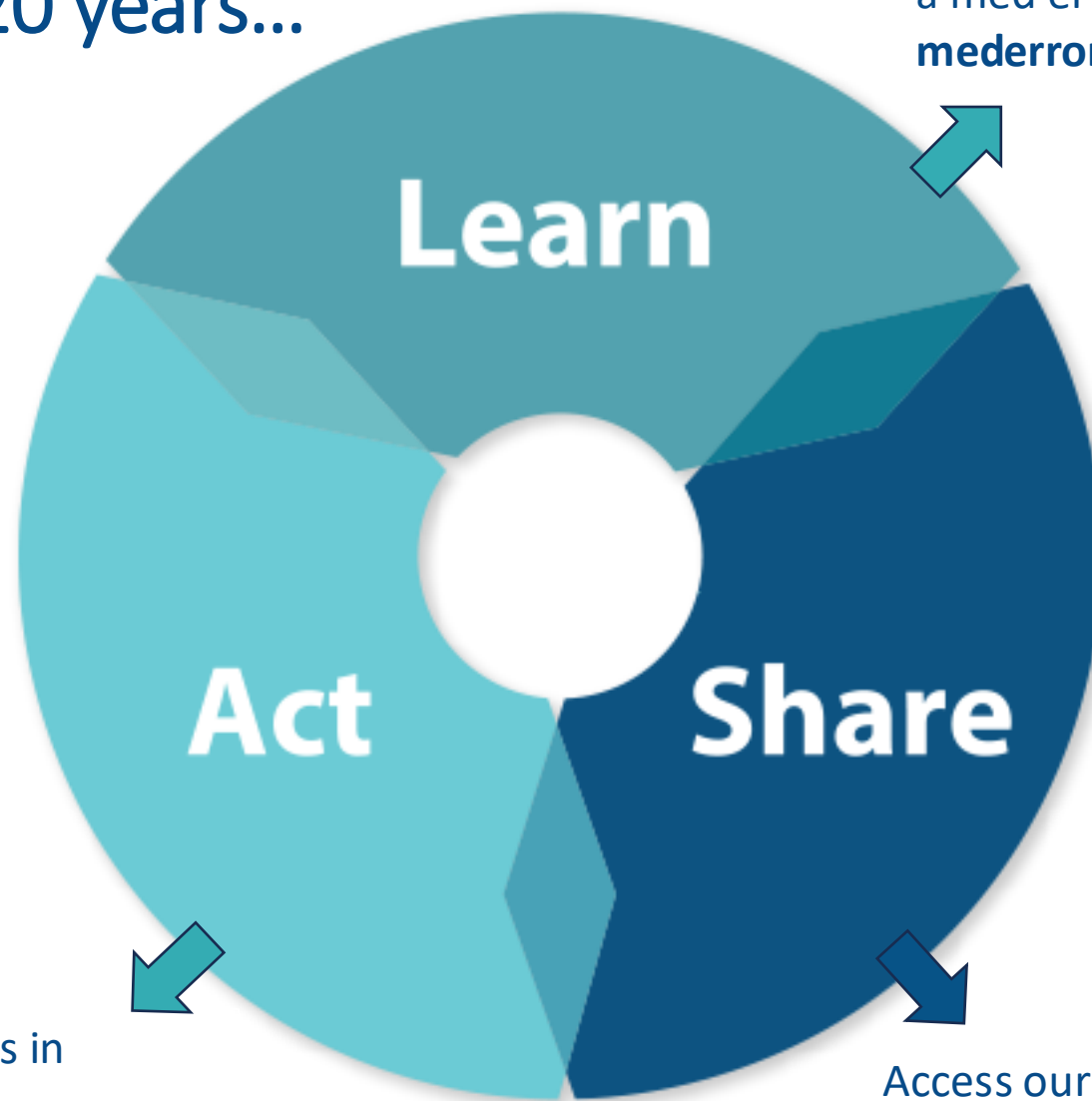
A Trusted Partner

Strengthening medication safety through timely learning, sharing, and acting to improve health care.

ISMP Canada is a national, independent, not-for-profit organization that purposefully partners with organizations, practitioners, consumers, and caregivers to advance medication safety in all healthcare settings.



For over 20 years...



Help us learn by sharing a report of a med error at mederror.ca

Engage with us in *Strengthening Medication Safety in LTC*

Access our consumer newsletters at SafeMedicationUse.ca



Through our continuing partnership with the Ministry of Long-Term Care, ISMP Canada is pleased to partner with Innovator Homes in the next phase of the *Strengthening Medication Safety in Long-Term Care* initiative!



ISMP Canada Faculty



Carolyn
Registered Nurse,
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Dr. Michael
Medical Director



Melissa
Patient and Family Advisor



Alice
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Ali
Quality Improvement Consultant



Christina
Registered Nurse



Dr. Andrea
Medical Advisor

Strengthening Med Safety in Long-Term Care



An Overarching Goal

ISMP Canada provides education and coaching to help homes to:

- Respond effectively to medication incidents
(errors in a resident's medications or issues that almost caused this to occur)
- Manage medication effectively (including insulin and other high alert medications and how to store medication appropriately)
- Ensure that transitions in care are safe from a medication management perspective



Objective

To strengthen medication management in homes by providing support (education and coaching) to LTC homes to **reduce the risk of adverse outcomes for residents**



Innovator Home Program

Innovator Homes are working now to improve medication safety for their Residents & Families!





Quality Improvement Project Goals

- **Appropriate Use of Antipsychotics**
- **Improving Medication Reconciliation Process**
- **Improving Resident and Family Engagement in Medication Management**



Quality Improvement Project Goals

- **Reduce Distraction during Medication Administration**
- **Improving Medication Order Processing and Administration**
- **Medication Incident Reporting and Learning**



Join our Upcoming Provincial Sharing and Learning Webinar on October 23, 2024, at 1pm ET, where innovator Homes will discuss their Quality Improvement Projects in detail!

Register here! [Webinar Registration - Zoom](#)



Innovator Home Program Second Intake



Strengthening Medication Safety in Long-Term Care
... Innovators embedding improvements in their Homes!



Register by November 5, 2024:

Become an Innovator Home and implement a project to improve medication safety!

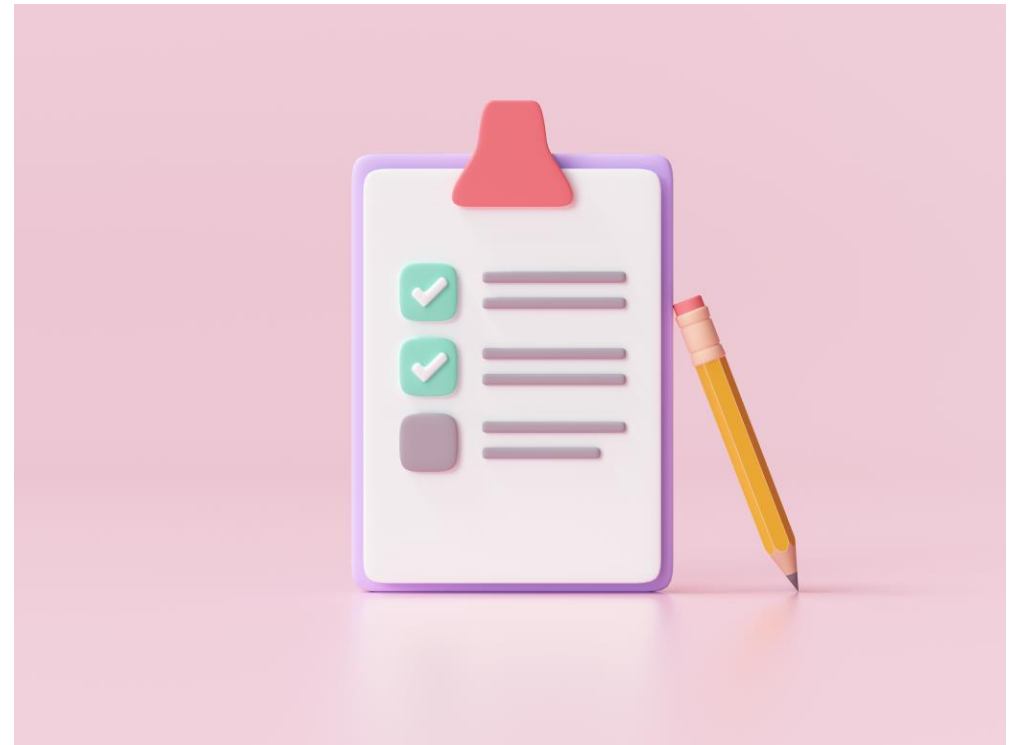
Please talk to your Director of Care or Assistant Director of Care about becoming an Innovator Home!



peopleCare Hilltop Manor LTC

Goal: To increase resident and family engagement in their medication management.

They used a survey to learn more from residents and families.



[Resident-and-Family-Engagement-Survey-2022.pdf \(ismpcanada.ca\)](#)



Resident and Family Engagement Resources



For more information: <https://ismpcanada.ca/resource/ltc/resident-and-family-engagement/>

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Strengthening Med Safety in Long-Term Care





Your Voice Matters in Medication Safety



Why Should I Watch this Video?

- Did you know that mistakes with medications happen sometimes?
- In this video, you will learn how residents and their family caregivers can play an important role in the medication safety team.
- You will learn how to make your voice heard so that you can be part of important decisions about your care.



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Strengthening Med Safety in Long-Term Care



<https://www.youtube.com/watch?v=r8pfY5eSt0o&t=192s>

When a Medication Error Happens

[FAQ-What-to-Expect-when-a-medication-error-happens.pdf](#)
(ismpcanada.ca)

What to expect from staff when a medication mistake happens*

TAKE STEPS TO MAKE SURE YOU ARE OKAY
AND PROVIDE TREATMENT IF NEEDED.



TELL YOU AN ERROR HAS
HAPPENED AND APOLOGIZE.



INVESTIGATE HOW THE ERROR
HAPPENED AND SHARE IT



INVITE YOU TO SHARE YOUR IDEAS
ABOUT HOW TO PREVENT IT



*Different medication mistakes may require changes from these actions.





Translation of Resident and Family Resources

Mandarin
Cantonese
Tagalog
Spanish
Portuguese

Tamil
Arabic
Punjabi
Italian
Greek

German
Ukrainian
Korean

[Resident and Family Engagement - ISMP Canada](#)



« Strengthening Medication Safety in Long-Term Care

Resident and Family Engagement

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What Matters to You

Feedback

LANGUAGE

English ▲

Arabic

Cantonese

French

German

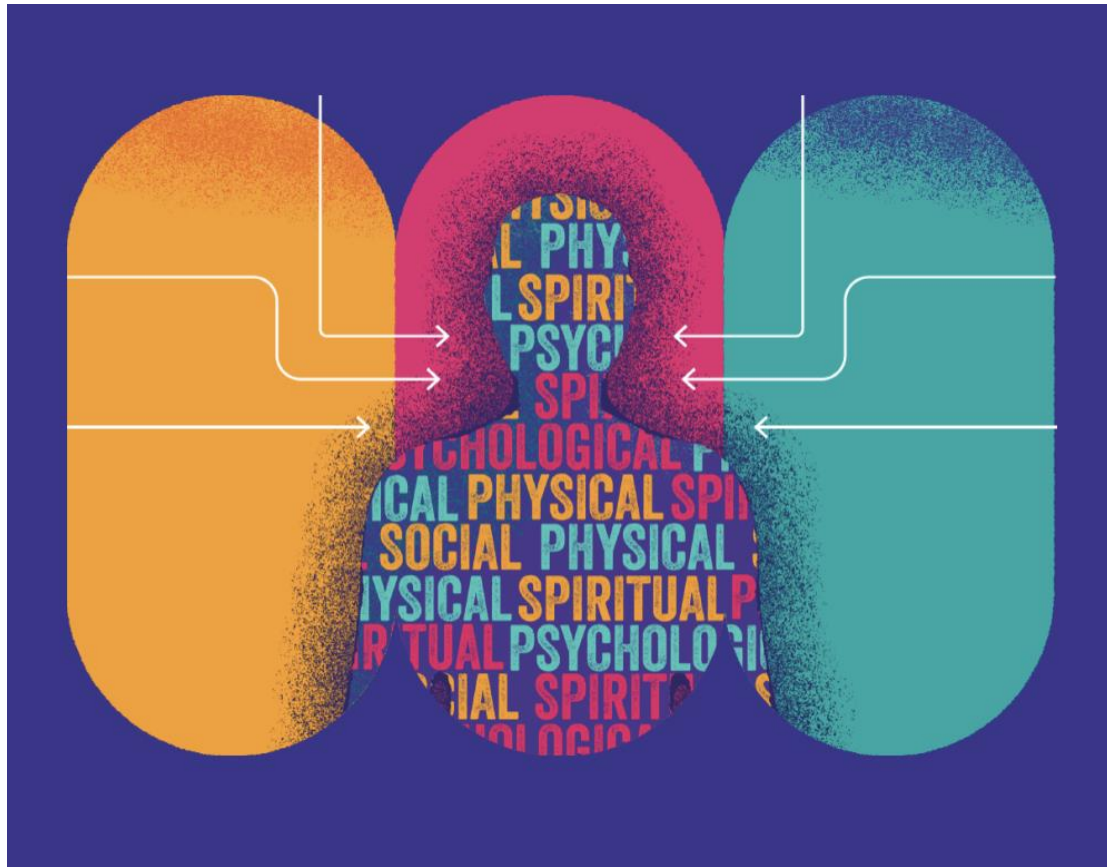
Consumer Newsletter

Residents and families play an important role in medication safety. View this consumer newsletter to see how residents and families can help promote medication safety in Long-term Care.

[**View the newsletter ►**](#)



Canadian Patient Safety Week



October 28 – November 1

Theme: Broadening our Understanding of Harm

<https://www.healthcareexcellence.ca/en/what-we-do/all-programs/canadian-patient-safety-week/>



Questions or Comments

