

Intercare Corporate Group Inc.
501-5920 Macleod Trail SW
Calgary, AB
T2H 0K2
Tel: (403) 255-4969
Fax: (403) 252-6591
www.intercarealberta.com

Email questions or feedback to:
feedback@intercarealberta.com

April 2022

Inside this issue:

Corporate Quality Projects - Updates 1

Unit Level Quality Projects - Site Updates 2



Intercare Corporate Group Inc. - “The Heart of Excellence”

Quality Improvement

Intercare Corporate Quality Projects

The Corporate Clinical Team at Intercare continue to lead Quality Projects in the following areas:

Electronic Documentation - Update:

Intercare’s Southwood Hospice has now fully implemented PointClickCare (PCC) and Point of Care (POC) for Nurses and Care Aides.

In preparation for PCC and POC implementation at Intercare’s Chinook Hospice in May 2022, education and training for Nurses and Care Aides has started.

The only remaining element of the progressive implementation of the Electronic Health Record at the hospices is the joint implementation of the Electronic Medication Record (eMAR) with Marshalls Pharmacy in late Spring or early Summer of this year.



Chemical Restraint Reduction - Update:

As shared in our January 2022 QI Newsletter, our Corporate Clinical Team continues to lead a Quality Project on the reduction of Chemical Restraint use on Secure Dementia Units. The following is an update by site:

Brentwood Care Centre: Seven (7) of the seventeen (17) residents at this site who were initially identified with a potential to have their Chemical restraint reduced have had a reduction to date.

Southwood Care Centre: Nine (9) residents at this site have had an initial review of their complete medical history; the next step will be to look at whether they are candidates for a reduction in Chemical Restraints.

Chinook Care Centre: Seven (7) residents at this site have had an initial review of their complete medical history; the next step will be to look at whether they are candidates for a reduction in Chemical Restraints.



Southwood Care Centre Quality Project

Since July 2021, the Clinical Team at the Southwood Care Centre, led by the Director of Care Crystal Cunningham, have been working on a Quality Project entitled “**Managing the Pain Experience- A Resident Centered Approach**”.

The following is information on their project regarding background, goals, strategies and progress to date:

PROJECT BACKGROUND INFORMATION: Why did the Team choose this Project?

- ♥ The rates of both presence of pain and worsening pain were determined as being elevated at the Southwood Care Centre when compared to other sites and regional statistics.
- ♥ Overall pain markers at the site are higher than in the previous quarter.

PROJECT GOAL: What is the Team trying to achieve?

- ♥ Reduce the incidence of increasing pain.
- ♥ Identify strategies to reduce/manage the experience of pain using both non-pharmacological (cold, heat, exercise, distraction, massage, music and positioning) and pharmacological (medication) techniques.
- ♥ Improve skill and documentation around pain management.

PROJECT STRATEGIES: What action(s) / change(s) will be taken by the Team to work towards measurable improvement and the project goal?

- ♥ Assess current knowledge in defining pain – RN/LPN and HCA.
- ♥ Identify residents who meet the definition of increasing pain.
- ♥ Complete a baseline pain assessment.
- ♥ Complete Pain Monitoring for six (6) months following the education to validate changes.
- ♥ Review the resident’s current pharmacological treatment and consult with Attending Physician & Clinical Pharmacist as needed.
- ♥ Identify specific pharmacological strategies, such as immediate review/adjustment, if the resident has a painful incident.
- ♥ Update resident Care Plans to include non-pharmacological pain interventions and communicate this information to front line nursing staff to increase awareness and resident assistance, as required.



PROJECT PROGRESS:

