



CASE STUDY

Improving Care with Standardization

How Isabel and Arthur Meighen Manor leveraged Clinical Support Tools to improve quality and consistency of care and accelerate staff learning curves

BACKGROUND

The Isabel and Arthur Meighen Manor, a 168-bed long-term care home in Toronto was facing an urgent need enhance clinical documentation, improve quality and consistency of resident care, and help prevent costly and avoidable emergency department trips.

STANDARDIZING CLINICAL DOCUMENTATION

To improve quality of care and enhance clinical documentation, Isabel and Arthur implemented multiple Clinical Support Tools (CSTs) to standardize care across the home and address some of the most common conditions facing residents.

CSTs included Wound Assessment, Responsive Behaviours, End-of-Life, Palliative & End-of-Life (PEOL), Continence, Constipation & UTI,

and Acute Respiratory Infection Assessment & Management Protocol (COVID-19).

The home also uses a Diabetes Management CST upon admission as a baseline for all residents with a diabetes diagnosis. Each CST incorporates the latest treatment best practices and guides care providers through a standardized, evidence-based series of questions and recommends the appropriate course of action based on results.



“The CSTs definitely changed the quality of care provided, but also improved satisfaction on the staff side because they cover everything. Having that assurance is a big plus for staff, because we know that in these times, they are under a lot of pressure.”

- Monica Klein-Nouri, RN and Executive Director at Isabel and Arthur Meighen Manor

THE RESULTS

Shortly after implementing the CSTs, Isabel and Arthur noticed a number of critical benefits:

- Dramatic reduction in occurrence of pressure wounds
- Accelerated staff learning curve
- Improved communication between staff and resident family members
- Enhanced care compliance and consistency
- Streamlined response to COVID-19

Wound Assessment

Prior to implementing the CST, 50% of pressure ulcers were at stage 3 or 4. After six months of use, the home experienced a 30% reduction and has even had some stage 3 and 4 pressure injuries resolve. The TRC Skin Documentation Tool replaced all other documentation at the home with nearly 600 assessments completed over the first 6 months.

Palliative Care

Like many homes, Isabel & Arthur uses the PEOL CST “for care conferences to explain palliative care and what the home is doing for loved ones. The tool provides assurance to reluctant and nervous family members that every aspect of their loved one is being taken care of,” says Monica Klein-Nouri, Director of Care. This has helped reduce transfers at end of life, when families initially considered alternative options.



Diabetes Management

With over 50 assessments completed since implementation this past spring, Klein-Nouri is “pleased because [the CST] changed their practice and helped to improve the care and support for this resident population.”

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