

Ramping up Aged Care Standards in Intermediate Long Term Care Communities Through RHS-NHs Collaborations

A.Quek., X.X. Wang., Amutha, E. Chan., Y.P. Tan, L.K. Goo

Continuing & Community Care Department and
Nursing Education & Practice Department

OBJECTIVE

The primary objective of the RHS-NHs collaboration focused on assisting the inspired Intermediate Long Term Care (ILTC) partners achieve a higher and safer standards care delivery for their residents through Enhanced Nursing Home Standards (ENHS).

TEAM MEMBERS

SN	Name	Designation	Department
1	Amanda Quek	Staff Nurse	Continuing & Community Care
2	Amutha	Senior Staff Nurse	Continuing & Community Care
3	Wang Xia Xia	Nurse Educator	Nursing Education & Practice
4	Tan Yen Peng	Nurse Clinician	Continuing & Community Care
5	Goo Lay Kian	Senior Nurse Educator	Nursing Education & Practice

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EVIDENCE OF A PROBLEM WORTH SOLVING

By 2030, the number of seniors above 65 will almost triple to over 900,000. Hence, currently, MOH has put a deliberate effort to continually enhance aged care standards in the Nursing homes to ensure that our seniors continue to be provided with good quality care through the RHS link.

During late quarter of 2014, about 12 Nursing Homes (NHs) had come forward to express their interests to collaborate with us, specifically working towards achieving the new Enhanced Nursing Home Standards established by Ministry Of Health.

More than 50% of the NHs were minimally equipped with relevant guidelines, assessment tools and required competencies to meet these newly established aged care standards.

The clinical nursing priorities that were commonly identified by them were infection control, pain management, continence management, falls prevention, mobility, oral & dental care, skin care and pressure ulcer prevention as shown in Diagram A.

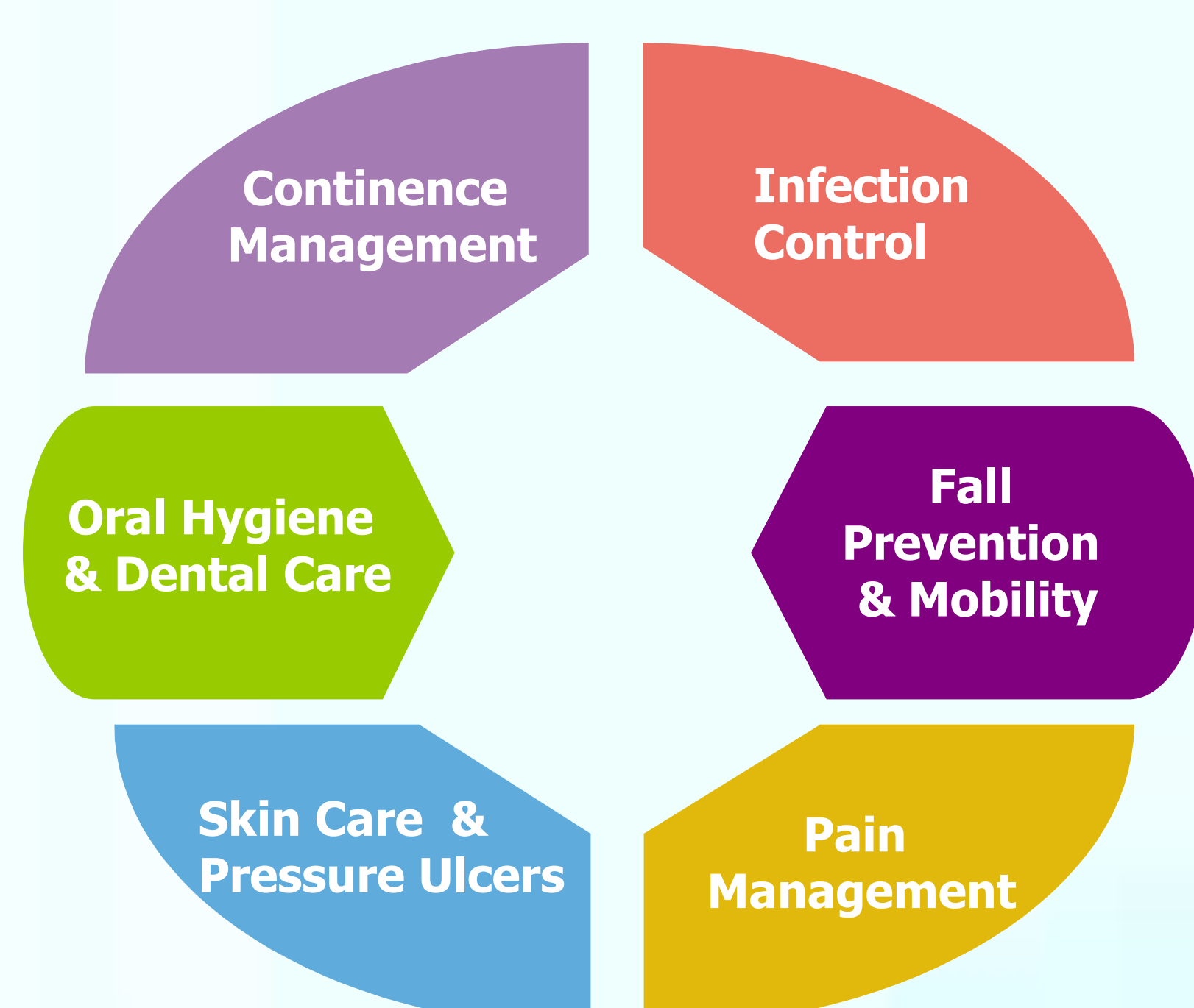
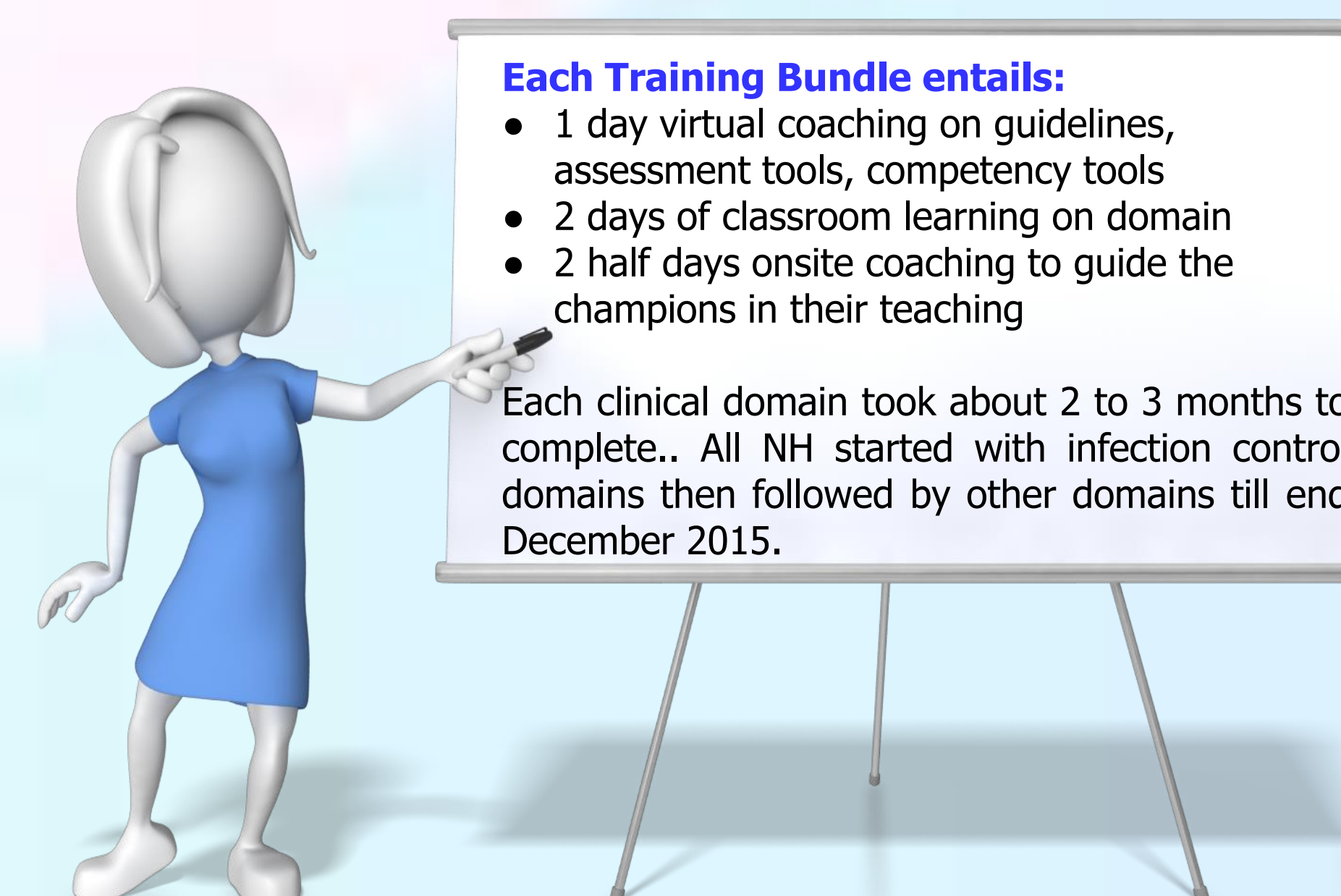


Diagram A: Domains participated by 12 Nursing Homes

INTERVENTION

- The collaboration was inaugurated in early December 2014 by AIC. 12 Nursing Homes had then enrolled with us.
- Individual home assessment was being facilitated and learning needs of staff were also being explored with their senior management.
- Their learning needs were then compiled and analysed.
- The six priority nursing clinical care domains were identified as mentioned above in Diagram A.
- Training plans were then especially crafted for the individual NH to meet their learning needs.

INTERVENTION



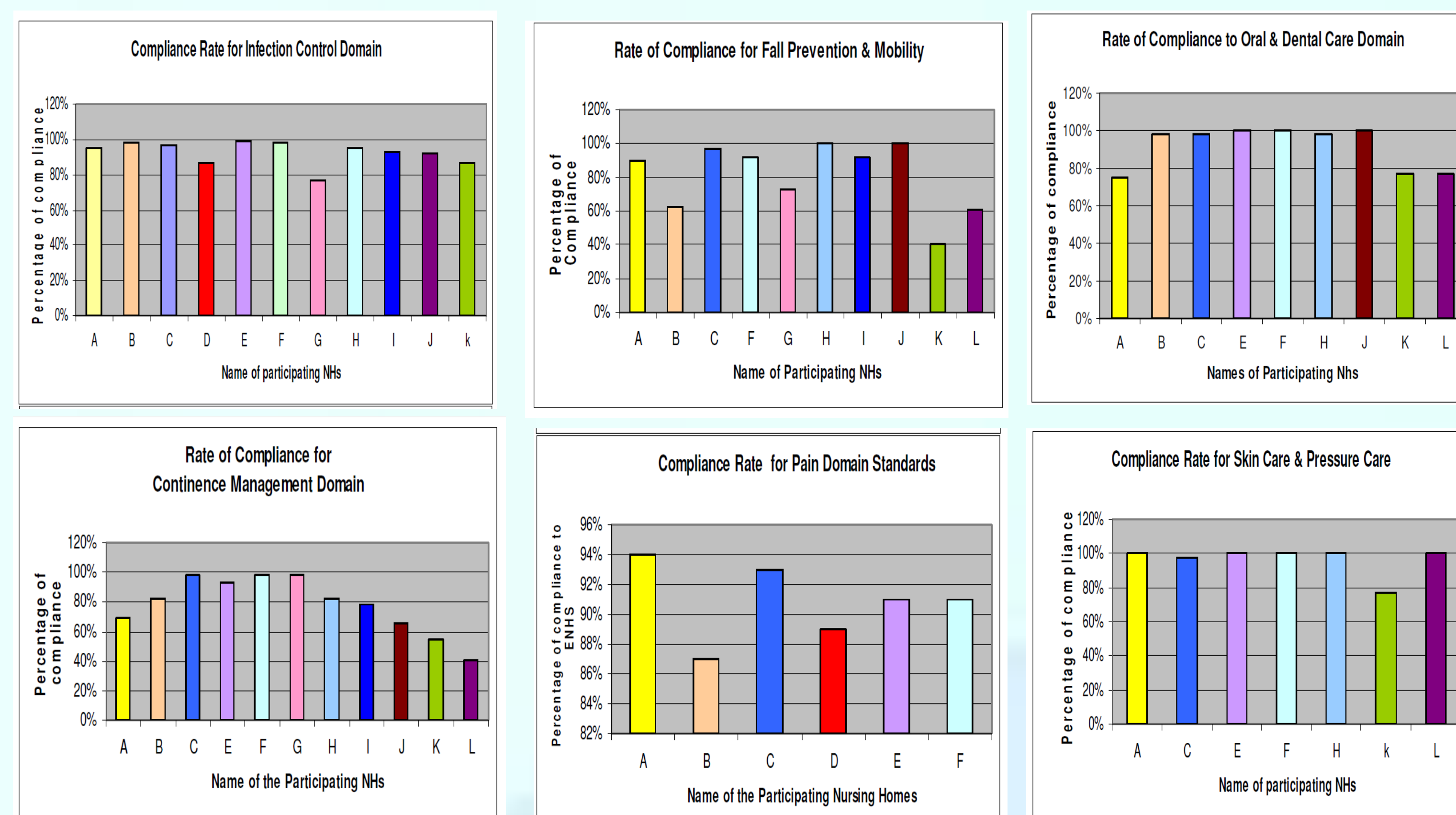
A final clinical audit was also conducted during end March 2016 for all our ILTC partners to ensure that new ENHS standards were adhered to and practiced.

RESULTS

A total of 100 guidelines were co-formulated and reviewed on the 6 clinical domains. 96 assessment tools, 60 care algorithms, care plans, 72 skills competency assessment checklists were also co-formulated to assess the domain champions and nurses in their competencies.

To add on, quality improvement tool such as root cause analysis was also introduced to the nurse champions to aid them in the analysis and monitoring of centre-based clinical indicators.

Clinical audit tool was also co-developed and utilised by the champions performing ongoing clinical audit. 8 Nurse Educators, 225 domains nursing champions and 702 nurses were trained in all 6 domains. Below are the results on the clinical audit facilitated in March 2016 post training.



COST SAVINGS

- For the domain of continence management, there were a total of about 10 patients in the 5 Nursing homes whom have successfully weaned off diapers since Dec 2015
- Cost savings per patient/year is \$4320 has been achieved
- Besides, there is no significant incidence of urinary tract infection, falls and pressure ulcers in the Nursing Homes whom require admission to acute hospitals.
- There were no outbreak of infection from the involved Nursing homes for the last 6 months since Jan 2016

STRATEGIES FOR SUSTAINING THE GAINS

- Individual NH clinical audit findings are shared with the nurses by their domain nurse champion or nurse educators
- These findings are also reviewed by NH senior management on a 3 to 6 monthly basis
- There is also structured plan for continual staff education on those domains as stipulated in the ENHS by their identified nurse champions.
- Besides, for monitoring on staff competencies and ensuring quality care using the competency assessment tools and audit tool that they have learnt and developed.