

BC INFORM (Improving Nursing home care through Feedback On performance data) Cohort II

What's happening?

Michael Smith Health Research BC in collaboration with BC's five regional health authorities, the BC Long Term Care Quality Initiative (LTC-QI) team are inviting LTC homes to participate in the INFORM initiative. We are inviting seven LTC homes per health authority (35 across the province) for the 2024 cohort (January – May 2024).

What is the BC INFORM initiative?

- An evidence-based model that assists managers in working with and acting on data-based feedback. For this upcoming cohort, we will be using the Office of the Seniors Advocate (OSA) survey results to drive improvement projects.
- INFORM uses goal setting, peer support, action planning and coaching.
- The objective is to support managers in long term care to plan, implement, and sustain positive change, and to assess the impact of those actions.

What is involved?

- Participating LTC sites will be asked to put together a team in order to participate. Ideally, teams will consist of a manger/director of care, other staff members, a resident and a family member.
- Your regional practice lead (RPL) will meet with you (in-person or virtually) for an orientation (~45 minutes) to go over resources, objectives and timelines in detail.
- Your team will attend a half day goal setting workshop in **January 2024** where you will identify a clear improvement goal, create an action plan and have a straight forward way to measure your success.
- Your team will attend a virtual support workshop in **March 2024** where you will have the opportunity to collaborate within and across participating BC LTC homes.
- Your team will attend a virtual celebration event in **May 2024** where overall learnings will be shared with participating BC LTC homes.

Why should my care community participate?

- Build skills and practices that are transferable to other settings and problems
- Explore opportunities for networking and to engage in peer-to-peer support with colleagues in your region and in other regions across BC
- Enhance leadership skills to support your team to make positive change on topics that are important to them

Contact your Regional Practice Lead for more info or to sign up!

Fraser Health: Kirsten Rossiter, Kirsten.Rossiter@fraserhealth.ca

Interior Health: Michelle Smith, Michelle.Smith3@interiorhealth.ca

Island Health: Amanda Leddy, Amanda.Leddy@islandhealth.ca

Northern Health: Susanne Watson, Susanne.Watson@northernhealth.ca

Vancouver Coastal Health: Monica Lee, Monica.Lee1@vch.ca