

The Registered Nurses' Association of Ontario Spotlights Markhaven Home for Seniors by Lorna Campbell

On April 6, 2017 Markhaven along with Bruce County, Fiddick's Nursing Home, Holland Christian Homes and Nipigon District Memorial Hospital were announced as Long Term Care Best Practice Spotlight Organization (LTC-BPSO) pre-designates by the Registered Nurses' Association of Ontario (RNAO). The following Markhaven staff attended the all-day BPSO launch: Mike Bakewell, Executive Director, Lorna Campbell, Director of Care, Kevin McKay, Clinical Nurse Manager, Michelle Ganzon, Registered Practical Nurse, Debbie Campbell and Joan Richards, Personal Support Workers.

Best Practice Spotlight Organizations (BPSOs) are health-care and academic organizations selected by the Registered Nurses' Association of Ontario (RNAO) through a request for proposals process to implement and evaluate the RNAO's best practice guidelines.

It is a dynamic partnership that focuses on making a positive impact on resident care through evidence-based practice. Requests for proposals are released every three years. The RNAO provides support to organizations that have formally agreed to implement and evaluate multiple RNAO best practice guidelines over a three (3) year period.

As part of this dynamic partnership with the Registered Nurses Association of Ontario, Markhaven will implement multiple evidenced-based guidelines. This will provide our nursing staff with the latest research evidence in resident care so that they can provide the highest quality of care and the best outcome for the person served.

Over the next three years Markhaven Home for Seniors will implement 3 Best Practice Guidelines;

- Person – and – Family Centered Care
- Promoting Continence Using Prompted Voiding
- Prevention of Falls and Fall Related Injuries in the Older Adult

Should all the deliverables be met over the next three years, along with evidence of improved resident health outcomes Markhaven will be designated a Long Term Care Best Practice Spotlight Organization (LTC – BPSO).

Markhaven Home For Seniors Celebrates BPSO Pre-Designation by Lorna Campbell

On April 19, 2017 Markhaven Home for Seniors kicked off their Long Term Care Best Practice Spotlight Organization Pre-Designate partnership with the Registered Nurses' Association Ontario. Markhaven's slogan "Change is Happening" and Markhaven's TShirt campaign were a hit. Everyone came decked out in their blue, green or white TShirt. The enthusiasm was palpable.

Over the next three years Markhaven will implement and evaluate multiple Best Practice Guidelines (BPGs). The BPGs being implemented at Markhaven are: Person and Family Centered Care, Promoting Continence Using Prompted Voiding and Falls and Fall Related Injures in the Older Adult.

The BPSO launch and ribbon cutting event was to bring awareness to this esteemed partnership with the Registered Nurses Association of Ontario and to celebrate this pre-designate achievement. The event was attended by more than one hundred family members, residents, staff, and external partners. In attendance were the Hon. Dr. Helena Jaczek, Minister of Community and Social Services and her Executive Assistant Cathy Robinson, Ward 4 Councillor, Karen Rae, Former Ward 5 Councillor and Markhaven Board Member, John Webster and Reshawn Devandra from Willowdale Physiotherapy Clinic.

The Registered Nurses Association of Ontario was represented by Sue Bailey, LTC Best Practice Coordinator Central LHIN & north Scarborough area and Markhaven's BPSO Coach who was also the main speaker as well as her colleague, Susan McRae, LTC Best Practice Co-ordinator, LHIN 4 - Toronto Central. Sue gave an overview of Markhaven's expected deliverables over the next three years and her role as BPSO Coach and the role of the RNAO in this partnership. In addition, Sue brought a recorded greeting from the RNAO Director, Dr. Valerie Grdisa which was well received by the audience.

We heard inspiring speeches from our invited guests John Webster, Markhaven's Board Member, Hon. Dr. Helena Jaczek, Minister of Community and Social Services, Ward 4 Councillor, Karen Rae, Dr. Barry Strauss, Markhaven's Medical Director, Reshawn Devandra, Physiotherapist, Janet Whitely, Markhaven's Family Member and Lorna Campbell, Director of Care who gave the closing remarks. Councillor Rae also brought greetings and Certificates from the Mayor Frank Scarpitti, One highlight of this event was the speech given by Margaret Taylor, resident of Markhaven who kept the audience in awe.

The event was a great success and was made possible by the hard work of the staff at Markhaven, in particular, Debbie Campbell who along with Lorna designed the BPSO Banners, Michelle Ganzon for the Markhaven cake, highlighting Markhaven, Kevin McKay for putting together the video and Arjun Sathyaseelan and his team for the refreshments. The Neely Room was immaculately decorated in preparation for the event by Mike, Kevin, Karen, Beverley, Debbie, Andrea, Lorna and Deirdre.

Thank you to the more than 100 people who attended the launch and to the staff who came in on their day off to say "I am in".