



CASE STUDY

Improving Continence Management with Clinical Support Tools

How Union Villa improved residents' mental and physical wellbeing and enhanced quality of life using specialized Clinical Support Tools

BACKGROUND

Union Villa, a long-term care home accommodating 160 residents in Markham, Ontario, was encountering challenges in effectively managing resident continence. The home lacked clear processes to identify incontinence issues and establish interventions to improve care and better protect resident dignity.

APPROACH TO STANDARDIZING CONTINENCE CARE

To improve continence care, Union Villa opted to implement Think Research's Continence, Constipation and UTI (CCU) Management Clinical Support Tool (CST). The tool provides evidence-based best practices, enabling care staff to easily assess factors impacting a resident's continence experience. The tool also provides appropriate care plans and tasks specially designed to maintain or improve continence and better manage risk related to incontinence. As staff are assessing residents, the CST creates structured progress notes based on responses to uphold better continuity of care.

The solution integrates seamlessly with Union Villa's existing electronic health record system, minimizing workflow disruptions that often occur when adopting new technology.

In collaboration with Union Villa, the CCU CST was updated and streamlined to improve the utility of the tool. A risk UTI alert score was also incorporated to readily assess residents' risk level of subsequent UTIs and triage for those at higher risk. The tool has assisted Union Villa in continuing to meet the unique care requirements of their residents.

“The Continence, Constipation and UTI CST is so rich and detailed.”

-Amy Leung, Registered Practical Nurse

THE RESULTS

Since implementation, Union Villa has completed over 2000 Continence, Constipation and UTI CSTs, and has realized multiple high-impact improvements:

- CST became home's go-to for clinical intelligence
- Dramatic reduction in demoralizing incontinence episodes
- Improved communication among healthcare team, residents and family members
- Standardized assessments and other care practices within Union Villa
- Increased efficiencies and informed clinical decision-making
- Greater quality of life for residents



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