

Documentary Analysis of Long-term Care Home Inspection Reports: Lessons Learned



Background

Long-term care (LTC) quality and safety is a topic of grave concern in Ontario given the serial murder of eight residents in Ontario LTC homes with insulin.¹ This unfortunate event occurred despite the findings of a comparison study of LTC regulation among six countries that Ontario was one of two geographical areas with the highest rated LTC regulation system, including the inspection process.²

Little is known about medication safety issues in LTC home settings. Existing LTC research on medication addresses the following topics:

- medication administration systems^{3,4,5}
- factors affecting medication administration⁶
- educational intervention outcomes^{7,8}



Figure 1. Examples of medication administration systems

Purpose

To share "lessons learned" while building a database to achieve our study purpose.

Lessons Learned

Strategies for Effective Report Review

- Becoming familiar with report layout speeds up data extraction. Figure 2. shows the template of a basic report.

Discerning Connections with Specific LTC Legislation Sections

- Within the LTC legislation, sections 114-137 directly involve medication-related issues; however, within the reports, some incidents fell under other sections including:
 - 6 - plan of care
 - 52 - pain management
 - 8 - policies
 - 107 - reports re critical incidents
 - 30 - general requirements
 - 229 - infection prevention

Optimal Use of Software to Expedite Data Collation/Analysis

- Software like Qualtrics has compatibility with Excel and allows us to view select data (e.g., all homes that had incidents involving section 6 specifically)
- Adding hyperlinks of the individual reports into the cells allowed quick access when looking back at certain incidents
- Reports used synonyms for medication (e.g., "drugs", "controlled substances", specific medication classes). Keeping a list of these terms ensured no incidents were missed

Identifying Data Collection Categories

- Collect more data in case additional information, such as demographics, is needed later for analysis

Original Data Categories

- Home Name
- Report Type/Year
- LNIH
- LTC Reg Section
- Accreditation
- Action
- Number of Beds
- Medication Types

Data Categories Added

- Address
- Section Topic
- City
- Issue Description
- Postal Code
- Adverse Outcomes
- Event date
- Staff Involved

Final study results will be reported using descriptive statistics, geospatial mapping, and narrative critical analysis.

Figure 2. Basic Report Template

Methodology

The methodology guiding the study is documentary analysis.⁹ The inspection reports are the primary data source for this study.⁹

Sample & Setting

The study sample consists of three types of inspection reports: resident quality inspections (RQI), complaints, and critical incidents reports. The public version of the inspection reports for the 39 Erie St. Clair LHIN LTC homes from January 2019-December 2020 are currently being reviewed.

Conclusion

Strategies developed to adapt documentary analysis to inspection reports effectively contribute to building a knowledge base about medication safety non-compliance issues that are common among Erie St. Clair LHIN LTC homes.



Figure 3.