

Setting a New Standard in Long-term Care: How to Navigate the Stellar Certification Program

Presenter:

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STELLAR CERTIFICATION PROGRAM

Long-term Care

A person wearing a red and black plaid shirt, a tan hat, and light-colored shorts stands on a rocky riverbank. Their arms are outstretched to the sides, facing a wide river that flows towards a range of large, rugged mountains with patches of snow. The river is surrounded by dense evergreen forests. The scene is captured from behind the person, looking down the river. The sky is bright with some clouds, and there is a lens flare effect on the right side of the image.

LAND ACKNOWLEDGEMENT

Session Overview

- Explore and learn about the Stellar Certification Program
- Stellar-certified LTC homes — results
- Case study: Stellar-certified LTC home — interactive
- Is your workplace ready to be Stellar? Stellar self-assessment — interactive
- Overview
- Q-&-A session

Stretch breaks: Feel free to stand up and stretch anytime you need to



Learning Outcomes:

By the end of the session, you will:

- 1 Acquire a comprehensive understanding of the Stellar Certification Program
- 2 Understand the best practices for success in pursuing Stellar certification
- 3 Understand how to assess your organization's status against the standards of Stellar certification
- 4 Comprehend the evidence required for the initial evaluation
- 5 Gain the confidence to pursue Stellar certification



History of the Stellar Certification Program

CNA created the Stellar Certification Program to improve long-term care in Canada. Such a program had been needed for decades. In recent years, this need has intensified due to the pandemic, which caused so much hardship and grief for Canada's seniors. Stellar certification is part of the solution by recognizing workplace excellence.



Stellar Certification Program



The Stellar Certification Program Recognizes Organizations that:

- ✓ Promote workplace safety
- ✓ Follow best staffing practices with the right mix of nursing expertise and roles
- ✓ Support nurses' development through education and professional development
- ✓ Ensure an inclusive workforce that reflects Canada's diverse population



The Stellar Certification Framework **SIX STANDARDS OF EXCELLENCE**



The Stellar Certification Framework: Six Standards of Excellence
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Stellar Certification Program

What Will it Achieve?



Goals

- ✓ Empower, engage and support nurses working in health care
- ✓ Create a culture of excellence in health-care organizations, optimizing outcomes through holistic care
- ✓ Support staff development and improve the overall quality of care



Stellar Outcomes

- ✓ Helps nurses feel supported, engaged and heard
- ✓ Gives potential for increased retention and recruitment
- ✓ Improves nurses' satisfaction and reduces moral distress
- ✓ Creates a culture of learning to drive quality care improvement



66

*CNA's **Stellar Certification Program** aligns with **Health Canada's Nursing Retention Toolkit**, offering professional development, support, and recognition to enhance nurses' working lives.*

Leigh Chapman
Chief Nursing Officer of Canada





Stellar Certification Program

Process



Certification Process

1

INITIAL ASSESSMENT

Meet eligibility requirements and complete self-assessment

2

APPLY

Provide evidence aligned with Stellar standards and complete the workbook

3

SURVEY

Contact all nurses (40% must participate), nurses must feel supported

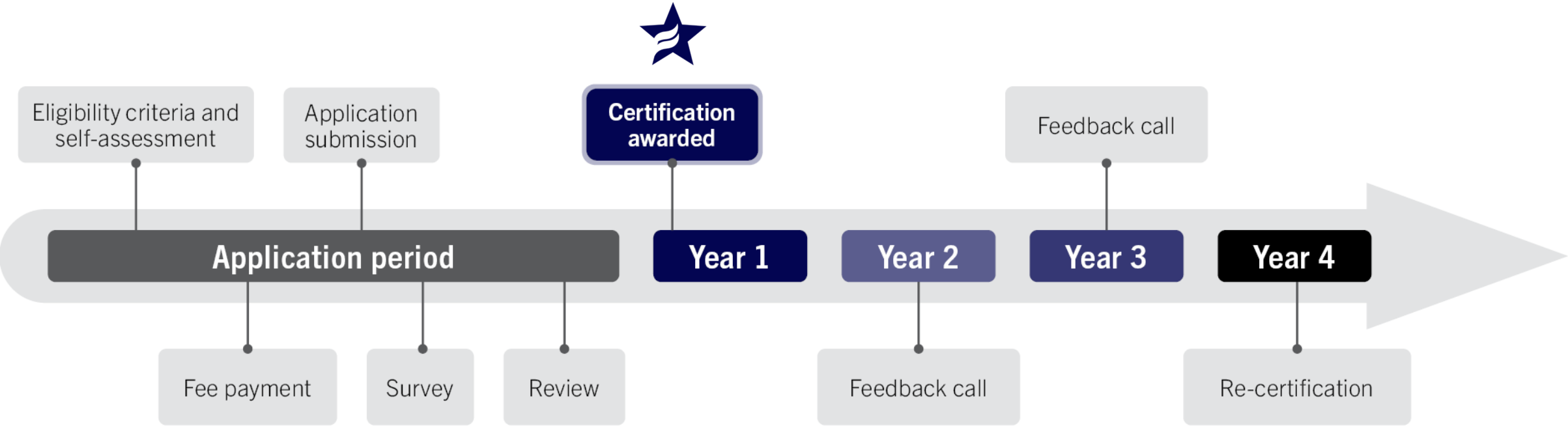
4

REVIEW

Independent review by CNA-certified nurse, final decision by Stellar panel



Stellar Timeline



Supporting You on the Path to Stellar Certification. We Will:

- ✓ Provide tips to start the journey
- ✓ Assist with the initial registration and assessment process
- ✓ Offer strategies related to attaining the requirements and submitting documents for evaluation
- ✓ Offer feedback
- ✓ Celebrate progress throughout your Stellar certification journey



Three Tiers of Certification



Standard



Advanced



Excellent



With Stellar Certification, You Can:

- ✓ Stand out as an employer of choice to attract the best talent
- ✓ Improve employee retention by building an organizational culture that values nurses' voices and ongoing learning
- ✓ Reduce moral distress through evidence-based, optimized resource planning
- ✓ Deliver better care with positive individual outcomes and greater system efficiency



Q&A



Discover how the Stellar Certification Program is creating positive outcomes

First LTC home to be Stellar certified



Centre de soins prolongés
GRACE DART
Extended Care Centre

*Centre intégré
universitaire de santé
et de services sociaux
de l'Ouest-de-
l'Île-de-Montréal*

Québec 





In early 2024, the Grace Dart Extended Care Centre in Montreal became the first facility to begin the journey to becoming Stellar certified.





November 7, 2024: Stellar certification awarded!

CNA celebrated a major milestone in its Stellar Certification Program as the Grace Dart Extended Care Centre in Montreal became the first organization to achieve this prestigious recognition.





Stellar certified with ADVANCED standing.
Congratulations!



Grace Dart Extended Care: Outcomes and Results



Empowerment and engagement: 86% of staff feel their views are heard by leadership



Recruitment and retention: Hired 10 new nurses and achieved 100% retention of current staff during the six-month process of Stellar certification



Better satisfaction and reduced moral distress: 92% said that the workplace has measures to address reports of incivility, bullying and violence between employees, individuals and family



Optimized care delivery: Resident complaints have decreased by more than 65%, showcasing the effectiveness of the improvements made by the site manager



Survey Results of Regulated Nurses (Grace Dart)

89%

Nursing Voice

Of staff said they have the opportunity to influence clinical practice

89%

Resourcing

Of regulated nurses said that the direct-care team works together to optimize their skill mix

88%

Leadership Excellence

Of staff feel their views are heard by leadership

92%

Practice Environment

Of staff said that moral distress events are addressed

97%

Education and Career Progression

Of staff feel they have the opportunities to learn and grow

94%

Optimizing Care

Of nurses believe their teams are properly optimized to provide high-quality care



**Discover how the Stellar Certification
Program is creating positive outcomes.
Second Organization to be
Stellar certified.**





In July 2024, the University Health Network's Specialized Dementia Unit began its journey to becoming Stellar certified



Survey Results of Regulated Nurses (Specialized Dementia Unit)

95%

Nursing Voice

Of staff said they have the opportunity to influence clinical practice

100%

Resourcing

Of regulated nurses said that the direct-care team works together to optimize their skill mix

90%

Leadership Excellence

Of staff feel their views are heard by leadership

90%

Practice Environment

Of staff said that moral distress events are addressed

95%

Education and Career Progression

Of staff feel they have the opportunities to learn and grow

95%

Optimizing Care

Of nurses believe their teams are properly optimized to provide high-quality care





**Stellar certified with EXCELLENT standing.
Congratulations!**



Elevating Culture and Recognizing Excellence for Nurses

Case study: examine a long-term care home applying for Stellar certification. Focus on how the director of nursing improved workplace culture.

- ✓ Boosted employee morale
- ✓ Enhanced retention and recruitment
- ✓ Improved nurses' job satisfaction

Discovery

Nursing director first learned about the Stellar Certification Program at the 2023 ICN Congress in Montreal



MONTREAL
ICN CONGRESS
1-5 JULY 2023
Nurses together: a force for global health

Canadian
Nurses
Association



Association des
infirmières et infirmiers
du Canada



Facility Overview

LTC home

- Publicly run
- 179 beds (172 occupied)

Nursing staff

- 66 regulated nurses (RNs, LPNs, RPNs)
- 14 vacancies
- 2 nurses left in the past 6 months
- 6 positions available for unregulated care providers
- Workplace is committed to not using private nursing agencies

Eligibility requirements

- One individual who is accountable for overseeing the nursing practice (CNO, DON, Nurse manager)
- Direct care staff are unionized (compliance)
- Complies with the standards from their provincial or territorial health ministry.

Pre-certification initiatives

- Established a patient advisory council
- Created a metrics tracking board to monitor and improve nursing performance



Comparing Stellar standards against the LTC home

Leadership team surveyed nurses to identify challenges and gather feedback

Identified issues and topics

- 1 New leadership is overwhelmed
- 2 Professional growth: the care team often faces challenges in complex care settings
- 3 Practice environment: the nursing perspective is often overlooked and undervalued





Leadership Excellence

1. New Leadership

Registered nurse (RN)

- 15 years of clinical expertise
- Certification in gerontology (8 years)

Current challenges

- Feeling overwhelmed
- Unclear role expectations
- High levels of stress

Many nurses are promoted to leadership roles due to their clinical expertise but are not provided formal education or training prior to assuming their new responsibilities. (Coogan & Hampton, 2020)





**Leadership
Excellence**

Brainstorming Innovative Change Strategies



Stellar Certification Program Interactive Mentimeter QR Code





**Education
& Career
Progression
Optimizing
Care**

2. Professional Growth: Addressing Care Team Challenges in Complex Care Settings

Mrs. Bernard

- 89-year-old woman
- Diagnosed with Alzheimer's disease
- Resides in a long-term care facility
- Husband passed away 5 months ago
- Full interdisciplinary team is working together to find solutions

Recent changes

- Increased agitation
- Wandering
- Occasional aggression towards staff and other residents





**Education
& Career
Progression
Optimizing Care**

2. Professional Growth: Addressing Care Team Challenges in Complex Care Settings

Issue

- Mrs. Bernard's behavioural symptoms are becoming more challenging to manage
- Adverse impact on the individual living in the home and their family

Nursing team needs

- Strategies to improve her life and reduce unwanted behaviours
- Feeling overwhelmed
- Lacking resources

Support and resources

- **Education programs:** specialized training in behavioural and psychological symptoms of dementia (BPSD)





**Education
& Career
Progression
Optimizing Care**

Brainstorming Innovative Change Strategies





Practice Environment

Positive

3. Practice environment

The nursing perspective is often overlooked and undervalued

Nurse satisfaction issues

- Lack of engagement
- Feeling undervalued and unheard
- Low morale and job dissatisfaction
- The work environment is suboptimal (the individual living in the home, along with their family, is experiencing dissatisfaction)





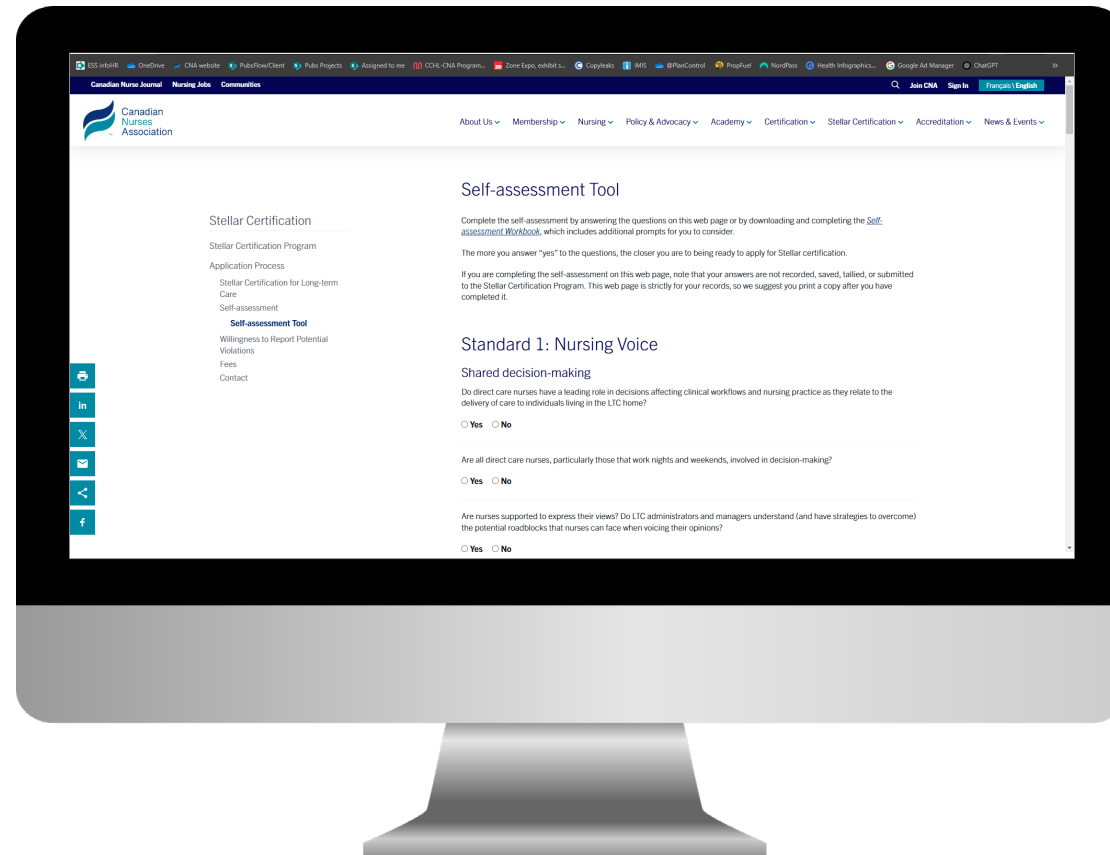
**Practice
Environment**

Positive

Brainstorming Innovative Change Strategies



Is your workplace ready to be Stellar? Stellar self-assessment — interactive element)



How to Use the Self-assessment

Self-assessment

- Conduct a thorough self-assessment to identify areas where your facility currently falls short of the Stellar standards
- Determine your readiness
- Identify gaps to establish clear, measurable goals based on self-assessment
- The self-assessment is completely for your benefit and does not need to be shared with the Stellar certification program.



Stellar Certification Program Interactive Mentimeter QR Code



How to Analyse the Self-assessment

Results

To address the identified needs from the self-assessment, set specific and measurable targets

- **If your answer is YES:** what evidence and/or documentation is available to support your response?
- **If your answer is NO:** what action plan is in place?

Stellar certification is still achievable if **a plan is in place to fulfil certain objectives**



Q&A



Overview: Stellar Certification Program Workshop



Stellar LTC & Acute Care

Stellar Certification
Program: recognizing
workplace excellence



Certification awarded in 2024

Discover how Stellar
certification is creating
positive outcomes in
LTC homes

**Do not be
afraid to take
the leap!
Conduct a
thorough self-
assessment.**

Self-assessment

Supporting you on the
path to Stellar
certification



**Apply to
the Stellar
Certification
Program**





THANK YOU
MERCI | MEEGWETCH

FOR MORE:

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Survey-CCHL

Stellar concurrent session Survey



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