

Let's Make Healthy
Change Happen.



Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario



4/5/2018

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

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Overview

Caressant Care Woodstock is one of the 15 long term care facilities owned by Caressant Care Nursing and Retirement Homes Ltd. and has been in operation for over 40 years. We are located in Woodstock, Ontario. Our home has 155 LTCH beds and 8 Interim beds allowing for admissions directly from hospital. We also have a 130 bed Retirement Home adjacent to our LTCH.

Our culture statement "Caring Families - Yours and Ours Together", highlights our passion and commitment to ongoing improvement. Our mission is "to meet the assessed needs of our clients in a personalized and safe environment. We will demonstrate an awareness and respect for the diversity of others, providing quality person-centered care, collaborative with community partners". We work in partnership with Residents and Families to provide excellent care.

In 2018/19, Caressant Care Woodstock will continue to work on sustaining and improving the following areas:

- ~ Review and improve the assessment and management of pain of our Residents;
- ~ Reduce and eliminate use of side rails as our home moves forward as restraint-free home;
- ~ Continue to reduce the usage of anti-psychotic medication as appropriate;
- ~ Reduce the number of falls experienced by our Residents;
- ~ Explore innovative ways to reduce the incidents of new and worsening pressure ulcers.

We utilize the Health Quality Ontario, Quality Matters Framework as our foundation on which to build quality improvement initiatives. We also ensure our priorities align with our corporate strategic plan, the priorities of the South West LHIN IHSP, The Ministry of Health and Long Term Care, the Ontario Long Term Care Association and CARF Canada.

Describe your organization's greatest QI achievements from the past year

Our home has overcome many hurdles throughout this past year. We have made great strides and improvements to some of our programs.

Our Medication program is one of the areas where significant improvements have been made. Through ongoing staff education, supporting self-reporting guidelines and collaborative reporting and transparency related to medication incidents with Medical Pharmacy partners, we have made process changes to enhance efficiency and effectiveness of our medication management program. Comprehensive audits and reports from Medical Pharmacy, combined with our program evaluation review has resulted in a reduction of incidents and a focused improvement plan.

The Skin and Wound program has also undergone substantial improvements within the year. A full time Skin and Wound Champion ensures all skin and wound issues are assessed and monitored in a timely fashion. Our wound indicators are trending downward and both Residents and Family members are expressing that they are pleased with the reduced healing times they are experiencing or observing.

Resident, Patient, Client Engagement

We continue to engage residents and families by encouraging them to share their stories of their journey with us. This information will allow us to learn more about what works well and what improvements are needed. The implementation of our Quality of Life Resident and Family survey to focus more on resident experience has been a great success.

We continue to involve our residents and families by:

- ~ utilizing the interRAI Quality of Life survey tool, and a focus on Resident experience to help focus and prioritize some of our quality improvement initiatives;
- ~ celebrating the successes and achievements of our Residents, such as through our Restorative Care program and our Resident Sub-Committee
- ~ using an inclusive approach to the development of a plan of care right from admission, and for any changes thereafter;
- ~ discussing CQI activities and QIP performance specifically at Resident and Family Council meetings;
- ~ providing a monthly newsletter for Residents and Families to share successes and to encourage ideas and suggestions;

Many physical changes have been made in the home contributing to more of a 'home-like' atmosphere, appearance and feel. This much needed face-lift by refreshing paint and décor has been very well received by the residents.

Collaboration and Integration

We continue to work collaboratively with our community partners and strive to provide resident focused care and achieve positive results. The utilization of our resources such as the Geriatric Assessment Team, Regional Behaviour Support, physiotherapist, occupational therapist and Enterostomal Wound Specialists have been a great support in assisting to meet our Resident's needs. We also continue to participate in the South West LHIN LTCH Network to enhance education, awareness and communication.

We adhere to corporate policies and procedures, review products for desired outcomes, provide support through education and training, follow best practice guidelines and the Long Term Care Homes Act.

We are engaging our Resident Council Membership to help us better understand Resident Experience as people transition in and out of our Home.

Engagement of Clinicians, Leadership & Staff

We believe Quality is everyone's' job and to be successful at delivering quality care to our Residents, we need the entire team to be engaged in quality improvement activities. We have a variety of clinicians - physicians, managers, staff, Physiotherapists, Registered Dietitian, Occupational Therapist, and Pharmacists that are regularly engaged in committee meetings and discussions. We continue to invest time to review data and variance, as well as reach out to our other sister Homes for ideas and sharing of successes.

The ongoing engagement of this multi-disciplinary team helps us ensure our problem-solving skills develop the most effective solutions for implementation. Staff meetings, education session and 1 on 1 training will continue to be a focus in 2018.

Some of the processes we utilize to keep everyone engaged and informed are:

- Conduct Professional Advisory Committee meetings quarterly
- Organized committees for falls, wounds and safety with representation from the appropriate disciplines
- Survey stakeholders
- Staff meetings with a CQI component, review the QIP and request input
- Quarterly operations meeting agendas include a CQI review
- Indicators are reported monthly to corporate

- Quarterly Quality reports to corporate office
- Review of RAI-MDS data and monthly audits
- Maintain compliance with the Long-term Care Homes Act, 2007

Population Health and Equity Considerations

Woodstock is known as the Dairy Capital of Canada. We are a large facility located in prime agricultural and dairy farming in Woodstock Ontario. The majority of our Residents are English speaking, 42% are over the age of 85, 39% are between the ages of 75-84, 16% are between the ages 65 to 74 and just over 2% are between the ages 45-64. Just over 86% of our Residents are females and over 55% of them have some form of dementia.

Our catchment area is primarily throughout Oxford County which includes the towns of Tillsonburg and Ingersoll.

Access to the Right Level of Care - Addressing ALC

We strive to be very efficient in accepting and moving Residents into our facility. We work closely with our LHIN partners and review applications in a timely manner.

Opioid Prescribing for the Treatment of Pain and Opioid Use Disorder

We are currently reviewing the management of pain indicators for our site, and engaging our Medical Director and Pharmacy as we review opioid prescribing for the management of pain for our Residents.

Workplace Violence Prevention

Staff continue to be educated annually on our Workplace Violence Program and follow our policies and procedures. We work closely with our internal BSO team as well as our external BSO partners to provide education for our staff in effective management of Resident responsive behaviours to maintain staff safety to reduce and eliminate injuries resulting from residents' behaviours.

Contact Information

Ann Wouters, Executive Director
519-539-6461
awouters@caressantcare.com

Other

Our Resident Council Sub-Committee members recognized the hard work and dedication of the staff throughout 2017. They wanted to show their appreciation and support to the staff by providing special events where they prepared and offered snacks for staff to enjoy on their breaks. Residents and families continually expressed their thanks for the excellent care the staff provide.

Sign-off

It is recommended that the following individuals review and sign-off on your organization's Quality Improvement Plan (where applicable):

I have reviewed and approved our organization's Quality Improvement Plan

Board Chair / Licensee or delegate Tim Dengate _____ (signature)
 Administrator /Executive Director Ann Wouters _____ (signature)
 Quality Committee Chair or delegate K Leuszler _____ (signature)
 Other leadership as appropriate _____ (signature)