

Let's Make Healthy
Change Happen.



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



4/3/2019

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 Arthur was built in 1985 in a rural community with a current population of 2,450. This LTC home is known for providing resident centered care to it's 80 residents. Caressant Care Arthur is one of 15 LTC homes within the organization. Throughout the decades this home has remained a major employer for the local community as well as a main care home for its local residents. Physical building has undergone some improvements with input from our residents to add a gazebo in the stroll garden, upgrades to common spaces including painting and décor. This year improvements to outdoor space will include repaving of the driveway, parking lot and upgraded accessibility to our building. In 2019 Caressant Care Arthur will continue to strive to make improvements in the following areas:

- Reduce the number of avoidable ED visits
- Ensure all complaints are dealt with in an immediate and/or timely manner
- Restructured Palliative care program
- Increased Resident satisfaction
- Reduce Falls
- Redefine Pleasurable Dining

Our quality improvement initiatives align with Caressant Care's strategic plan, the WWLHIN, MOHLTC, OLTCA and CARF International.



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

Caressant Care Arthur's greatest quality improvement achievement in 2018 is our reduction in falls for the fiscal year. Data collected indicate the provincial average of 16.4, Waterloo Wellington LHIN at 18.3, and Caressant Care Arthur at 16.1

Improvements made with our falls prevention program have enabled us to maintain a lower percentile of falls both of the Province and the local LHIN in this fiscal year.

Caressant Care Arthur recognises the importance of minimum restraint use and have maintained this goal with a percentage of 0.5 for the fiscal year.

Caressant Care Arthur's interior and exterior upgrades are ongoing with resident input to include a gazebo in our stroll garden, upgraded décor to our common areas, designated areas for programming and a palliative care room.

Caressant Care Arthur continuously strives for excellence in areas of resident-centered care and overall resident satisfaction.



Patient/client/resident partnering and relations

At Caressant Care Arthur Residents are encouraged to provide input on their needs and wants through both Family and Resident Councils, Food Committee meetings, Family and Resident satisfaction surveys, quarterly newsletters, monthly activity calendars, multidisciplinary care conferences, complaint and concern processes, communication boards and our open door policy. Our commitment for continuous open dialog with our Resident and Families has proven positive and we will continue to strive for excellence in all aspects of offering a Resident-centered care environment.

Resident Council voted on installing a gazebo in their stroll garden and have raised money with the support of Caressant Care for this to be installed in 2019. Residents also approved new activity programming specific to individual wants which lead to an increase in offered Bingo games, horticultural programming and card games.

Our 2018 Caressant Care Arthur 'Seniors Prom' and Holiday Party with Santa was a huge success and our Residents are already planning for 2019!

Resident Food Committee is actively involved with menu choices catering to their likes which includes an increase in barbecues, themed dinners and positive dining experiences.

Resident and family satisfaction survey results indicate a positive feedback on recommending the organization and that they feel comfortable expressing their needs and wants.

Continuity of care has been identified as an important piece in Resident-centered care for both Residents and staff. Residents feel comfortable expressing their wants and concerns to their familiar care provider. Staff have expressed their satisfaction with developing relations with the residents they care for on a regular basis.





Workplace violence prevention

Caressant Care is committed to conducting a thorough review of incidents of workplace violence. Identified trends will be reviewed corporately through the Corporate Quality Committee and at the site level by the Joint Health and Safety Committee, in collaboration with the BSO interdisciplinary team and the Continuous Quality Improvement Committee. Opportunities for improvement identified through the trend analysis will form part of the organization Quality Improvement Plan.

Contact Information

Lindsay Ross
Executive Director
Caressant Care Arthur
lross@caressantcare.com

Samantha Hopkins
Director of Care

Caessant Care Arthur
shopkins@caessantcare.com

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 Kim Leuszler _____ (signature)

Administrator /Executive Director Lindsay Ross _____ (signature)

Quality Committee Chair or delegate Rhonda Duffy _____ (signature)

Other leadership as appropriate Samantha Hopkins _____ (signature)