

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.

ontario.ca/excellentcare

Overview

-Caressant Care Nursing and Retirement Homes Ltd. celebrated 40 years of business in 2015. The company includes 15 Long-term Care Homes (LTCH) with 10 attached retirement homes all located in the province of Ontario. Bourget Nursing Home, a 56 bed Long Term Care home, has been in operation since 1970 and was acquired in 2000 by Caressant Care.

As reflected in our mission statement: "Our mission is to meet the assessed needs of our clients in a personalized, safe environment. We will demonstrate an awareness and respect of the diversity of others, providing quality person centered care, collaborating with community partners."

In 2019-2020, Caressant Care will strive to improve in the following categories:

- * Reduce the number of falls experienced by our LTC residents
- * Reduce the incidents of Worsening Pressure Ulcers
- * Continue to focus on reducing restraints
- * Monitor Emergency Department Visits for pneumonia, avoidable falls
- * Reduce the number of anti-psychotics in the facility
- * Improve resident satisfaction

Our quality improvement initiatives align with the Caressant Care Strategic Plan, LIHNs focus, the Ministry of Health and Long Term Care, The Long Term Care Association, CARF International and local community partners such as CCAC.

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

In the past year, our facility has worked hard on fall prevention strategies and enhancing the care plans to incorporate more resources to each resident who were identified as having a high risk for fall. We incorporated a leaf program and added various pictograms to our visual care plans above each residents bed to ensure each employee would have immediate and easy access to information that identified a resident high risk for falls and the images to indicate the strategies that are in place for prevention. Some examples include high-low beds where our pictogram shows a bed in lowest position. Another example is photos of walkers, hip protectors and bed alarms. When staff, even brand new staff see these images above a residents bed, they are immediately aware and reminded of the residents individual and unique needs. We assigned a full time PSW the role of fall prevention champion where she ensures each resident is assessed for their needs, communicates to staff and ensures the visual and PCC care plans are all up to date with the latest strategies in place. She also attends Fall prevention committee with the DOC and Physiotherapy department to analyze all falls and brainstorm new ideas for prevention strategies. She has become the front line worker to ensure all strategies are in place and it has proven to be extremely valuable.

Our fall numbers in a month have significantly reduced from 26 falls in November, 2017, 20 falls in January 2018, 17 in May 2018, 17 in September 2018 to finally 11 in December 2018. Throughout the year, we found steady decline and progress in our efforts of preventing falls and we are pleased to be at a record low for our facility since tracking has begun.

Patient/client/resident partnering and relations

We were able to increase membership and participation in Family council which we never had before. We have been able to share data and information with them, to keep them informed of our interventions to promote a positive resident experience.

Workplace violence prevention

"The organization is committed to conducting a thorough review of incidents of workplace violence and prepare an annual trend analysis. Identified trends will be reviewed corporately through the Corporate Quality Committee and at the site level by the Health and Safety Committee, in collaboration with the BSO embedded teams, and Continuous Quality Improvement Committee. Opportunities for improvement

identified through the trend analysis will form part of the organizations' Quality Improvement Plan."

Contact Information

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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 Pam Richmond _____ (signature)
Quality Committee Chair or delegate Rhonda Duffy _____ (signature)
Other leadership as appropriate Shubha Joseph _____ (signature)