

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 Bonnie Place, located in St. Thomas Ontario, is one of fifteen long term care facilities owned and operated by Caressant Care Nursing and Retirement Homes Limited. The corporation has successfully met the needs of its residents for over forty years. One hundred and sixteen persons reside in Bonnie Place. There is also a sixty-six bed retirement home attached to the nursing home which allows for a smooth, stress free transition from one to the other. The one level facility anchors a quiet residential neighborhood but is also close to a mall, schools, churches and athletic field. Our mission is "to meet the assessed needs of our clients in a personalized and safe environment". We demonstrate an awareness and respect for the diversity of others, provide quality person-centered care and collaborate with community partners. Through shared partnership with staff, volunteers, visitors and families we provide excellent care for all those living in the Home. "Caring Families - Yours and Ours Together" emphasizes our passion and on-going commitment. In 2019/2020, Caressant Care Bonnie Place will strive to meet and/or exceed performance targets in all areas including ED visits, med errors, resident's willingness to recommend the home and residents feeling comfortable with expressing their opinions to others. Caressant Care Bonnie Place utilizes the Health

Quality Matters Framework as the foundation to build its quality improvement initiatives. These priority initiatives align with the Caressant Care strategic plan, South West LHINs, Ministry of Health and Long Term Care, Ontario Long Term Care Association and CARF International.

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

2018 saw a reboot of our CQI committee that included standing agenda items and indicators being discussed on a monthly basis rather than quarterly. The number of ED visits was reduced drastically from 35 to 20.25 and the number of residents who were given an antipsychotics without psychosis fell below our performance target.

Patient/client/resident partnering and relations

Resident and family surveys are a valuable tool to engage residents and their families to ensure the quality of our care is meets the highest standards. Results of these surveys are posted and the QI committee solicits feedback from resident's council on quality initiatives related to survey results. In 2018, thanks to resident feedback we worked on implementing 2 QI initiatives-decreasing the amount of noise in the home and ensuring residents feel their belongings are safe and secure. These initiatives are still being implemented and we are excited to see positive results in the 2019 surveys in these areas.

In 2019, key quality indicators will be provided to both resident an family council for review and feedback. Also in 2019, departmental goals will be reviewed at both meetings. The long standing use of newsletters, open discussions, consults, council meetings, postings on the QI information board and corporate web site are also successful to engage, enlighten and reinforce quality improvement initiatives with residents and families. Upon admission, resident's and their families are provided contact information for each department manager so they are able to reach out at any time to ask questions and offer feedback on care and services. Our resident food committee is also an integral part of ensuring resident's voice is heard. Meal time is meant to be enjoyable and a time for socialization.

Workplace violence prevention

The safety of all those working, living and visiting in the Home is of paramount importance to the corporation and the Home's management. There is a dedicated, organized and well trained BSO team in the Home. The team assesses each resident on admission, obtains a thorough history, care plans responsive behavior triggers and interventions, educates the staff on GPA techniques and provides resource material.

The joint H&S committee is made up of certified and non-certified management and front line staff. Monthly inspections, quarterly meetings and prompt reporting mitigates risk. The committee reviews workplace incidences and policies and makes recommendations. Departmental hazard analysis's are completed (secure facility), near misses reported (verbal and physical), Code White reviewed and practiced annually and HIN (one to one) interventions are implemented to ensure safety.

Potential admissions or referrals from the LHINs are carefully vetted by the nurse manager for responsive and/or aggressive behaviors. Workplace violence is included in the corporate strategic plan and the human resources management plan. This is reviewed annually and amended where necessary. QI, H&S and Staff Education boards provide information and education in many areas, workplace safety included.

Caressant Care is committed to conducting a thorough review of all incidents of workplace violence and prepare annual trends for 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 home's BSO teams and CQI 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 Suzanne mezenberg _____ (signature)
Quality Committee Chair or delegate Rhonda Duffy _____ (signature)
Other leadership as appropriate _____ (signature)