

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 25, 2023

OVERVIEW

Our long-term care home is guided by our Mission Statement which is to provide quality and compassionate care and services in our community, and to continually strive for excellence in the provision of care and services. The Canadian Institute for Health Information provides quarterly indicators that are specific to the long-term care sector, allowing our home to benchmark and monitor our performance against other homes, as well as the province. These indicators, the priorities of our local Home & Community Support Services, our internal monitoring records and an annual resident/family satisfaction survey, last sent out June 2022, are what we use to identify priority areas for our Quality Improvement Plan. Our Quality Improvement (QI) committee is led by our Administrator and composed of a member of our Resident Council, a member of our Family Council (if applicable), our Director of Care, our Medical Director, each Designated Lead of our Home, our Registered Dietitian, our Consulting Pharmacist, a regular Nursing Staff of the home, and a PSW of the home. On a quarterly basis, the QI committee monitors and measures the progress of our quality improvement initiatives, identifying and implementing adjustments where needed. At the end of each fiscal year, final outcomes, as well as priority areas for the next fiscal year, are shared with staff and our resident/family councils, as well as posted on our website.

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

Providing quality and compassionate care always has been and will continue to be a priority for Fairfield Park. Over the past year, we have worked hard to improve quality within the home and have implemented a Quality Committee to help set new goals, track current performance and measure overall resident satisfaction in the home. One of our goals was to decrease the use of antipsychotic medication in the home. By increasing BSO hours in the home and adding additional members to the BSO internal team, we were able to provide the education to registered staff on pertinent assessments and medication usage. Our internal BSO team also partook in education from the external BSO team providing them with a further insight on these medications. One of our main focuses was on resident satisfaction and increasing the number of satisfaction surveys completed by our families and residents. By implementing a new process on how we distribute our satisfaction surveys, we were able to see an increase in the number of completed satisfaction surveys in 2022. Another focus was reducing the number of unnecessary Emergency Department (ED) visits within the home. Although we did see a slight increase in the percentage, we continue to work with our local Nurse Practitioners as well as our Medical Director and Attending Physicians to help decrease the number of ED visits in the home. We will continue to ensure quality improvements are made and communicated with staff, residents and families through our department meetings, Residents Council and Family Advisory Committee.

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

Residents and their representatives continue to engage in the development and implementation of our Quality Improvement Plan (QIP) and QI activities through their participation in our monthly Resident Council and Food Committee Meetings, bi-annual Family Meetings, annual Resident Satisfaction Survey and the quarterly Quality Meetings they partake in. An annual meeting is also arranged with each individual resident and/or their representative to seek input on their plan of care and identify opportunities for improvement. We continue to offer alternate ways of facilitating this meeting such as Zoom, Google Meets and FaceTime to be able to provide everyone with the opportunity to attend.

PROVIDER EXPERIENCE

Fairfield Park has made it a priority to include staff in all process, policy and procedure changes. We do this by asking for feedback and suggestions through regular staff meetings, huddles and one on one conversations throughout all departments. We continue to work closely with community partners such as the Nurse Led Outreach Program (NLOT) program, the Alzheimer's Society, the Home's Social Worker, Registered Dietician as well as our Medical Director and Attending Physicians to help provide support and education to all staff.

WORKPLACE VIOLENCE PREVENTION

Fairfield Park has an active Joint Health and Safety Committee that meets quarterly. Monthly workplace inspections are conducted and during these inspections, the committee consults with staff members regarding any concerns they may have.

In addition, all staff are educated annually on our Violence in the Workplace policy and procedure. Employee Incidents and Occurrence Reports are monitored for incidents of violence and are then discussed amongst the leadership team to identify any potential quality improvement opportunities that would reduce the risk of any further incidents. Incidents of aggression exhibited by residents currently living in the home are reviewed immediately and care strategies are identified and implemented which could include ongoing monitoring by the internal BSO Team, community BSO Outreach Team, and/or Community Geriatric Mental Health Outreach Team. On a quarterly basis resident incidents of aggression are reviewed by a Professional Advisory Team and Quality Committee to look for patterns in the behaviours and identify any potential quality improvements.

PATIENT SAFETY

Quarterly meetings are scheduled including internal and external partners such as Public Health, the Medical Director, BSO, Pharmacy, residents, staff and the Leadership team. At our meetings, resident incidents are reviewed and there are open discussions regarding how to decrease the number of incidents that occur. Goals are set each quarter to help decrease future incidents and the minutes of these meetings are posted. An annual meeting is also arranged with each individual resident and/or their representative to provide information and ask for input on goals that were made that may directly relate to the resident.

HEALTH EQUITY

Fairfield Park looks at the holistic needs of every resident, and their families, regardless of religion, race, ethnic background, social status or sexuality. The Home utilizes our diverse workforce, family members and friends in order to translate verbally or assist us in writing keywords in order to provide informed care to our residents. As well, we have advocated for individuals with reduced income, due to the significant number of people in our community who are awaiting placement in a long-term care home and require a ward/basic accommodation. Upon admission, we assess all incoming residents and gather socio-demographic information. With this information we try and introduce them to other residents with similar backgrounds and interests. We then plan and provide programs and outings for residents to spark their interests and meet their needs. Recently we collaborated with the Bkejwanong First Nation Community Centre and provided our Indigenous residents with a special meal which the Community Centre was providing for all Walpole Island Native Reserve members. As many of our First Nation residents may have attended this event previously, we provided them the same meal with the hopes that we could still feel apart of the event.

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 on **March 23, 2023**

Shona Outridge, Board Chair / Licensee or delegate

Stephanie North, Administrator /Executive Director

Stephanie North, Quality Committee Chair or delegate

Other leadership as appropriate
