

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. began in 1975 in Woodstock. This privately held Corporation has over the last 40 years grown to include 15 Nursing Homes and 10 Retirement Homes.

Caressant Care Courtland was acquired in January 2001 and has a total of 54 LTC beds and 1 interim bed. It is the mission of Caressant Care to meet the assessed needs of our Residents in a personalized, safe environment. We will demonstrate an awareness and respect for the diversity of others, providing quality person centered care and collaborating with community partners.

The Corporate and Home specific strategic planning focus on improving quality through an interdisciplinary approach with experienced and competent leadership & staff. Goals in each department are established using an interdisciplinary approach with all levels of staffing from corporate, to home departments to individual front line staff. Policies are implemented to provide guidance and clear direction on achieving success with indicators in our Quality Improvement Program.

There is a strong focus on Safety and Resident Experience which encompasses how we will deliver quality services, measure our performance and achieve excellent results.

At Caressant Care Courtland we strive to be viewed by community and community partners as a leader in providing quality nursing care, treating every Resident with the respect and care we would want our own parents to receive. We will be viewed as a respectable and ethical employer who is actively involved in our community. We will be known for our excellence in safety practices for both Residents and Staff.

We partner with external Programs and bodies such as local schools, 4H Club, churches, community service groups, Alzheimer's Society, External Behaviour Supports Ontario, CCAC, Public Health, Ontario Provincial Police and Norfolk County Project Lifesaver.

We utilize surveys and quality indicator data from Point Click Care Care Plans to interpret our successes and areas for further improvement. We continue to face challenges subsequent to increased media attention and confidence with regard to ED visits and number of complaints. In light of this challenge, we strive to provide the highest level of care and use RNAO Best Practices and communication with POA's. We are diligent in follow up to all complaints ensuring effective action plans to resolve issues in a timely manner. Our survey responses were evaluated and indicated a significant improvement of faith & security in the Home when reporting concerns or complaints. We attribute this to the explanation of the questions in the survey prior to being given. As explained in the previous year's narrative, the wording of some questions, is lengthy and sometimes confusing to our Residents.

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

We continue to strive to have transparency and improve on individual care planning, interdisciplinary follow up and communication with Residents in an effort to provide excellent care in the core indicators chosen in this Plan. Our review of the past year indicates significant improvements in the following indicators:

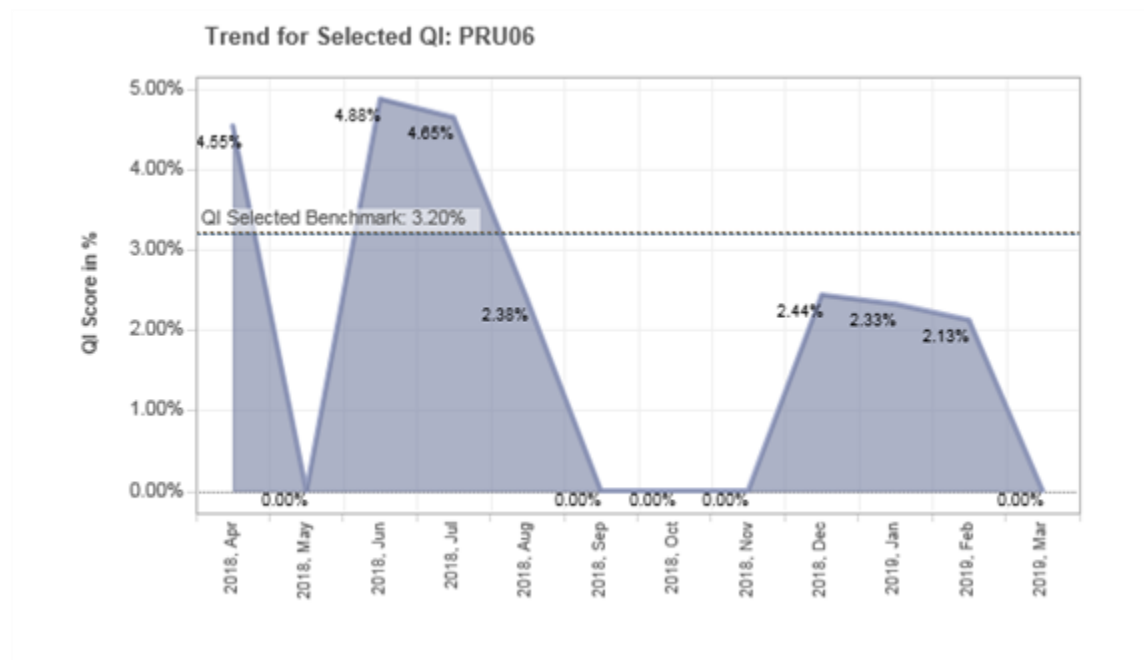
ED Visits have improved from 19.44 to 8.75.

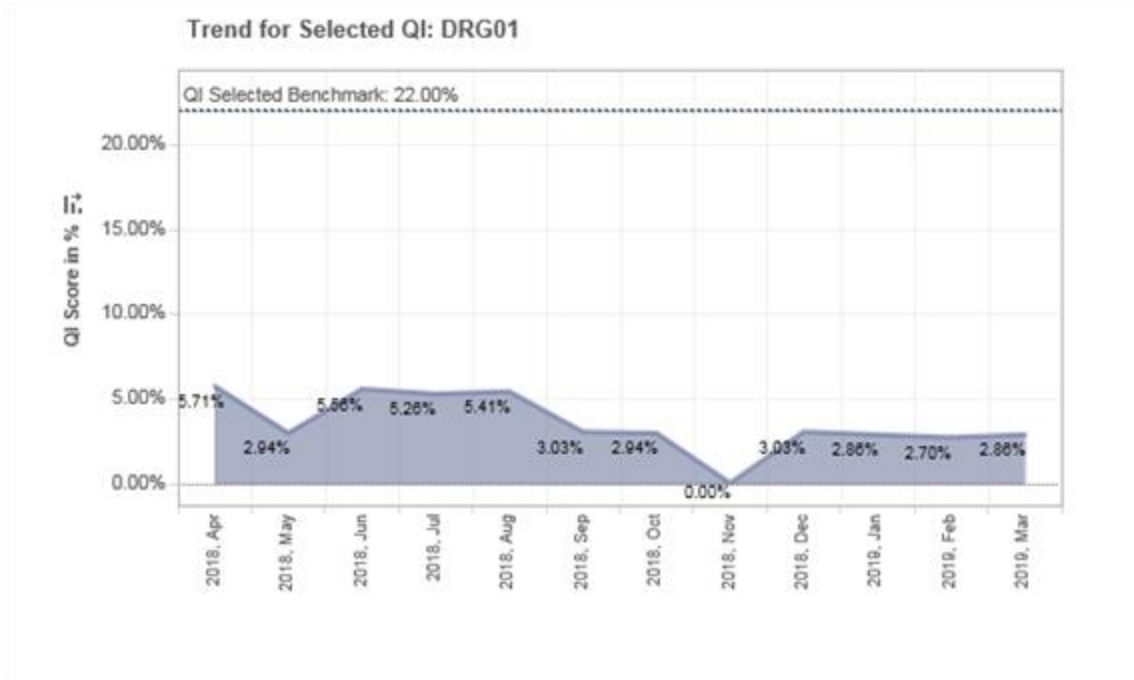
We continue to address 100% of complaints.

Surveyed results of Residents who feel they can express their concern without fear of consequence: increased from 69% to 83% attributed to the simplified explanation of the survey question.

Residents on anti-psychotics without a diagnosis of psychosis decreased significantly from 20.39% to 4% which is two new recent admissions. We attribute our success to the detailed monthly follow up by RAI & ED to identify Residents; forward to physician & pharmacy for review and revision of care plan with more detailed documentation captured by the RAI in partnership with PSW/Registered Nursing Staff.

Currently 1.96% (1) of our Residents have pain and 4.26% of Residents (2) have worsened pain. Both of these Residents are currently being seen on a regular basis by our Physician.





Patient/client/resident partnering and relations

When selecting new QIP indicators in collaboration with Point Click Care we were able to focus directly on indicators needing the most improvement and review them with our Quality Improvement Team. The Dietitian, Physiotherapist, Pharmacy & Medical Director were consulted in addition to our Home's internal Team. Resident Council and Food Committee were consulted for further evaluation and input when developing our action plan and follow up from annual Resident Surveys. Our new QIP was discussed at Resident Council and priorities were reviewed with their approval. A meeting was offered to interested Family Members to review QIP indicators.

Workplace violence prevention

The Home is committed to conducting a thorough review of incidents related to workplace violence and prepares annual trend analysis. Identified trends will be reviewed corporately through the Corporate Quality Committee and 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 organization's 'Quality Improvement Plan'.

Contact Information

Michele Hough 519-688-0710

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 Michele Hough _____ (signature)
 Quality Committee Chair or delegate Rhonda Duffy _____ (signature)
 Other leadership as appropriate Susan Crann _____ (signature)

