

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 1992 in Woodstock Ontario. This privately held corporation has over the last 40 years grown to include 15 Nursing Homes and 10 Retirement Homes Caressant Care Lindsay on Mary Street, was acquired in 1981 and has a total of 124 long-term-care beds. It is the mission of Caressant Care "to meet the assessed needs of our clients in a personalized and safe environment, to provide quality care while respecting resident rights, to maintain dignity while respecting diversity, and to support and engage everyone residing within our facility."

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

- * Resident Experience: creating a positive experience as reported by our residents
- * Resident Experience: allowing our residents to have a voice through feedback from survey, councils, and conferences.
- * Decreasing Emergency room visits through greater use of our NP, a working committee with our sister facility and the local hospital.
- * Continuing to reduce the number of antipsychotics used in residents without a diagnosis
- * We will begin to focus on advanced care plans .

These initiatives align with the Caressant Care Strategic Plan, LHINS, Ministry of Health & Long Term Care, our local hospital and partners such as the CCAC.

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

Decreasing our antipsychotics was our greatest achievement.

We have implemented a lot of falls preventions programs.

within our dietary department we have increased the number of adjustable heights tables to increase the pleasurable dining experience.

Patient/client/resident partnering and relations

We were able to establish a 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." Continued awareness and education of staff through the use of Surge Learning modules, re-engaging the Health & Safety team to focus on audits, education on reporting, cultural diversity and supporting a violence and harassment-free workplace.

The employees that have been identified as higher risk with resident behaviours, engage with the JHSC to provide additional ideas and opportunities for the staff as we promote a safe environment. We are pleased that our LHIN has additional funding to provide an in house GPA. We have a concept in our home and continue to educate the staff on "no thanks, not right now, please come back another time". This allows the staff to avoid confrontation, and re-approach at a later time. Our incidences of resident action injury to staff has reduced over the past 3 years to about 20%. It is felt the acuity of the clients have increased. The management of the disease is often difficult as the Dementia has progressed to later stages.

There is a very clear policy on safety and the joint health and safety team are very active in the process. We do not have a locked unit in the facility and continue to closely review all documentation received from CCAC when making

decisions on admissions that are appropriate to the level of expertise we offer in the home.

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 Butch Ashcroft _____ (signature)

Quality Committee Chair or delegate Rhonda Duffy _____ (signature)

Other leadership as appropriate Barbara Pointon _____ (signature)