

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](http://ontario.ca/excellentcare)

## Overview

Caressant Care McLaughlin is a 96 bed long-term care home built in 2003, owned and operated by Caressant Care Nursing and Retirement Homes Ltd. in Woodstock Ontario. This privately held corporation has celebrated over 40-years of growth and now includes 15 Nursing Homes and 10 Retirement Homes throughout the province.

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 will continue to work on previous quality initiatives and will strive to improve in the following categories:

Reducing avoidable emergency department visits through early recognition of at risk residents for emergency department visits.

Continue to reduce the number of anti-psychotics prescribed and used in the facility; and

Improve the resident / family experience and overall satisfaction by the implementation of initiatives to address the identified areas for improvement based on the results of our survey

Reduce the number of falls experienced by our LTC residents.

Our quality improvement initiatives utilize the Health Quality Ontario, Quality Matters Framework align with Caressant Care Strategic Plan, CELIHN's focus, the Ministry of Health and Long-Term Care, The Long-Term Care Association, CARF International standards, and local community partners such as CELHIN.

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

Caressant Care McLaughlin has had a number of quality achievements and successes in several areas this past year.

Staff growth of knowledge and mindfulness of those we serve has a great impact on the overall satisfaction of both the residents and the staff. We were able to train 85% of our active staff in Excellence in Resident Centered Care (ERCC) training. This was well received by the staff, and as most homes can agree that a better staff satisfaction will directly benefit the residents.

The organization implemented skin and wound assessments through an app connected to Point Click Care. This allows better overview and consistent skin and wound assessments. It allows physicians and wound care nurses to better assess the wounds appearance from week to week which improves patient care and wound outcomes. It is a very user friendly system that can be used by any nurse in the home.

The organization has added a new on-line educational tool - Surge Learning. This tool will eliminate the need for excessive manual tracking of required education. It will also provide an increased variety of optional education offerings to staff.

## Patient/client/resident partnering and relations

The Caressant Care on McLaughlin road continuous quality improvement (CQI) team recognizes the need to improve/increase inclusion of family and residents' councils in a coordinated manner. Resident/family satisfaction surveys are utilized to identify areas of improvement. In 2019/2020, the CQI team will implement an improvement plan in this area to increase resident/family satisfaction of feeling more engaged and encouraged to have a voice about the quality initiatives selected for the home as well as increase the participation in resident and family

satisfaction surveys. Resident and Family council will be encouraged to have the Executive Director or any other person in a leadership position as an invited guest if they have questions and for the home to have the opportunity to discuss quality improvement initiatives.

### **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.

### **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 Christine Paull \_\_\_\_\_ (signature)  
Quality Committee Chair or delegate Rhonda Duffy \_\_\_\_\_ (signature)  
Other leadership as appropriate Angela Bryan \_\_\_\_\_ (signature)