

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 Nursing Home Woodstock is one of 15 long term care facilities owned by Caressant Care Nursing and Retirement Homes Ltd., (CCNRH) in operation for over 40 years. The Woodstock site is a 155 bed LTCH with an adjacent 130 bed Retirement Home located in the city of Woodstock, Ontario. There are 8 Interim beds which enables admissions to occur directly from the hospital and aides in wait times for long-term care beds.

Our mission statement is: 'to meet the assessed needs of our clients in a personalized and safe environment. We will demonstrate an awareness and respect for the diversity of others, providing quality person-centered care, collaborative with community partners". We work in partnership with Residents and Families to provide excellent care. "Caring Families - Your and Ours Together" highlights our passion and commitment to ongoing improvement.

In 2019/2020, Caressant Care Woodstock will continue to work on sustaining and improving the following areas:

- ~Number of ED visits for modified list of ambulatory care-sensitive conditions\* per 100 long-term care residents.
- ~Percentage of complaints received by a LTCH that were acknowledged to the individual who made a complaint within 10 business days.
- ~Percentage of residents responding positively to: "I would recommend this site or organization to others." (InterRAI QoL)
- ~Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".
- ~Proportion of long-term care home residents with a progressive, life-threatening illness who have had their palliative care needs identified early through a comprehensive and holistic assessment.
- ~The Home will focus on the reduction of falls.

The organization has undergone significant change this past year and is focusing on building a new leadership team at the home level as well as corporately. The organization has placed renewed emphasis on accountability, empowerment and being change agents. The home supports local organizations such as the Alzheimer's Society and participated in the "Change Day" program.



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

The Restorative Care Program continues to be a positive strength of the home. Consisting of a multi- disciplinary team the residents continue to benefit from an integrated approach to help them increase mobility and strengthening.

The Home continues to focus on all indicators and has had notable success in reducing anti-psychotics without a diagnosis. We anticipate seeing further improvement in this and other indicators with the addition of a Nurse Practitioner to the team as well as through increasing team membership.

Caressant Care Woodstock will be the first home in the organization to benefit from the implementation of Staff Schedule Care, a computerized scheduling program. This will aid the home in consistency in scheduling, monitor time and attendance and provide enhanced access to information for staff.

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.

The Home has re-kindled the Continuous Quality Improvement Team and had implemented positive programs including staff recognition. Staff were included in several Christmas holiday festivities, i.e., 10 Days of Christmas, paint night, and basket raffles. Staff recognition supports a positive quality of work life and in turn impacted the resident's daily lives.

Environmental upgrades have been underway for 2018/2019 which includes: resident washroom renovations, painting and flooring replacement in hallways, resident rooms and lounge areas.

To improve the customer service aspect of the Home, the Ward Clerk reception desk has been relocated to the main/lower level lobby. This has helped provide direction/assistance to visitors as previously one would enter an empty lobby and not know how to locate resident or find areas/events and/or staff. This has been very positively received and has aided in creating a more welcoming environment.

A Family Gathering Room has been created as a quiet area for families/visitors (adjacent to the newly relocated reception desk) to meet with their loved one. Complimentary coffee, tea and cold beverages are available in the Gathering Room. This has been a positive addition and has been a nice opportunity to welcome tours for prospective residents and their families/personal representatives.

### **Patient/client/resident partnering and relations**

The Caressant Care Woodstock 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. A representative from the Residents' Council will be encouraged to attend the CQI Team meeting on a quarterly basis.

### **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.

### **Other**

The Caressant Care Woodstock Team is committed to being Change Agents and focus on building capacity of staff through empowerment and to make a difference in the provision of long-term care. As an almost entirely new team, at the Home and Corporate level, Caressant Care Woodstock will work collaboratively to ensure that change ideas are implemented, evaluated for effectiveness and seek alternative ideas when quality improvements are not evident.

### **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 Swamy Bidarekere \_\_\_\_\_ (signature)  
Quality Committee Chair or delegate Rhonda Duffy \_\_\_\_\_ (signature)  
Other leadership as appropriate Anna Husarenych \_\_\_\_\_ (signature)