

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 30, 2024



OVERVIEW

QUALITY OBJECTIVES FOR 2024/25

Priorities Requiring Focused Action:

1. Reduction in the Number of Potentially Avoidable Emergency Dept. (ED) Visits from 21.48 to 20% as we continue to strive to get below provincial average.

Priorities Requiring Moderate Action:

2. Enhance resident quality of life measured by resident satisfaction surveys to reflect increased percentage to 100%. The perspectives of diverse residents, care partners and community members will be incorporated into the satisfaction surveys with the purpose to achieve person centered care goals in alignment with Fixing Long Term Care Act, 2022.

3. Increase resident satisfaction regarding, "What number would you use to rate how well the staff listen to you?" from 87.5% to 90%. This will align with person centered care.

4. Increase resident satisfaction regarding, "I can express my opinion without fear of consequences," from 91.43% to 93%. This will align with person centered care.

Priority Requiring Monitoring:

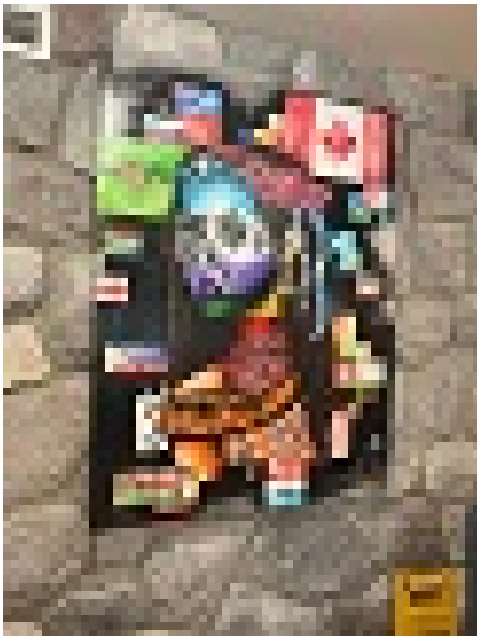
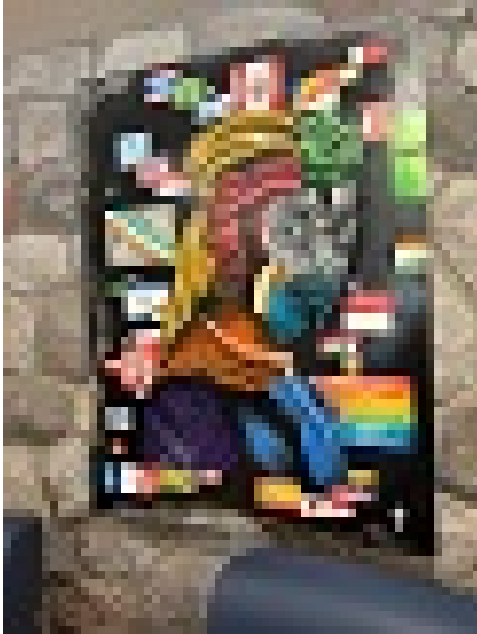
3. Reducing percentage of residents without a diagnosis of psychosis who are given antipsychotic medication from 12.12% to 11.88%. By continuing to decrease, Hastings Centennial Manor can achieve a score lower than the provincial average.

ACCESS AND FLOW

Hastings Centennial Manor has developed an algorithm that outlines what issues can be placed on the physician board that is considered not urgent and can wait for follow up on rounds; issues that require a faxed SBAR to the physicians office so physician can triage (urgent but not emergent); issues that are emergent require call to physician or on call physician and 911 emergent which requires immediate 911 call. The team also has access to a NP who is available virtually. Education provided to residents and care partners about what can be done for treatment within the home (Clysis, ECG, IV antibiotic, bladderscan). Goals of Care include the wishes of the resident and/or care partners in regards to in home treatment. The homes IPAC and vaccination nurse have implemented a Tetnus vaccination program which has also decreased unnecessary hospital visits.

EQUITY AND INDIGENOUS HEALTH

To promote Equity and Indigenous Health, Hastings Centennial Manor used the New Horizons for Seniors funding to promote Equity, Inclusion, Diversity and Culture. Recreation invited Metis to provide education to residents, The Metis also performed a drumming circle to entertain our residents. A Language Pole is being created at this time with 6 different languages that are important to the residents, care partners and team members as reflected by the answers to the surveys we provided. The Language Pole will be placed at the entrance and the saying is, "All Are Welcome." The saying was voted on by residents. Students at the high school (one of East Indian decent and the other Algonquin) were commissioned to create a mural reflecting Equity, Inclusion, Diversity, and Culture. The students used the information from the survey to create a beautiful work of art. The Warden for the County as well as the Director of Long Term Care were among the participants at the unveiling of this project. At the same presentation, t-shirts promoting Equity, Inclusion, Diversity, and Culture (with a design created by a team member) were presented to all team members and residents. Education and training continue to be provided.



PROVIDER EXPERIENCE

Hastings County has hosted job fairs, utilized the CCPN Program, created FT positions by bundling part time shifts and are pursuing PSW Placements through colleges to increase the staffing levels and to retain team members.

SAFETY

Hastings Centennial Manor completed the Trailblazers ISMP program with a focus on medication reconciliation. The amount of medication errors decreased with the new process. For 2024, we have registered to become an Innovator with ISMP to continue with medication safety. For 2024 we have been selected as an RNAO Best Practice Spotlight Home.

POPULATION HEALTH APPROACH

As part of our quarterly QI meeting, we invite a community partner to share what services or supports they can provide to the residents at Hastings Centennial Manor. We have had Medigas, Foot Fix, Alzheimer Society, BSO/MRT/SMH, Providence Care, The Stroke Network. This has built networking relationships that has helped not only residents but care partners and team members as well.

CONTACT INFORMATION/DESIGNATED LEAD

QI Lead - Denise McCormick - Hastings Centennial Manor - mccormickd@hastingscounty.com - 613-332-2070 ext 6604

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

Board Chair / Licensee or delegate

Administrator /Executive Director

Quality Committee Chair or delegate

Other leadership as appropriate
