

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

December 19, 2024



OVERVIEW

Sprucedale Care Centre is committed to making an exceptional difference in the lives of others. The Quality Improvement Plan serves as the foundation of the commitment of our home to continuously improve the quality of the Persons Centered Care that we provide.

Quality improvement is an ongoing priority that helps Sprucedale Care Centre continually find new and improved ways of doing things so that we can enhance care for our Residents, increase satisfaction and achieve even better clinical outcomes. It is also important that Quality improvement initiatives impact the Families experiences as well as ensuring our Staff have the resources to perform their jobs well and safely.

Sprucedale Care Centre is committed to maintaining Ministry of Health and Long- Term Care compliance in the provision of a safe environment and quality care for our residents. We are committed to making a positive difference in the lives of our residents, families, staff and volunteers and students.

The Quality improvement initiatives are as followed but are not limited to 2024/2025 Work plan.

1. Addition of Performance Insights in 2023- Added Intellectual tool embedded in our current Resident Information software system- This program offers us instant access to interactive dashboards for Quality Indicators within our facility and at an individual resident level. It identifies opportunities for improvement and initiates Quality Improvement plans to monitor and measure data driven outcomes. Insights will improve operational effectiveness by quickly identifying which residents are triggering negative outcomes. With

more education to be added in 2024. With Sprucedale Care Centres' goal of having 100% of all PCC insight users with more training, assist in the utilization and better navigation of the information.

2. To continue to reduce the inappropriate use of antipsychotics for our home. This is an ongoing priority of our home. Currently our indicators are 0 residents noted with the inappropriate use of antipsychotics. Current processes are affective as noted by this indicator. This is a collaborative interdisciplinary approach to ensuring safe methods to address responsive behaviours. Gentle Persuasive Approach train the trainer will be introduced into our home again. Two Staff members will receive this training in 2024, with the goal of having all staff trained and or refreshed in the Gentle Persuasive Approaches. We continue to utilize the BSO team to ensure non pharmaceutical approaches to responsive behaviour, PIECES trained staff using standardized assessments. Utilizing outside resources, when necessary, with the Geriatric mental Health Team.

3. To continue to reduce restraints, current Performance is 0 Restraints used in the home. Safe Care is always priority, and an ongoing performance indicator to be proactive and monitor to ensure that our homes current "least restraint last resort policy" is beneficial in promoting a safe environment. Education is a priority with families to ensure they understand all the risks involved when they are making difficult decisions regarding safety for their loved ones.

4. To continue to reduce unnecessary Emergency department visits for our residents. Sprucedale Care Centre has implemented from last years QIPS, quarterly evaluation of ED visits. We are incorporating the project AMPLIFI to also assist with tracking of ED visits. As an interdisciplinary approach we review ED visits at Professional Advisory Committee our transfers and if any situation could have been prevented. Sprucedale Care Centre already offers a wide variety in house services including laboratory, Radiology services such as mobile x-rays, ultrasounds. Our attending physicians are on a rotating schedule to have 24-hour on call availability, emergency medication is also on hand at Sprucedale Care Centre. Education is done with families and residents to ensure they understand the services we can offer to avoid unnecessary ED visits. Discussions with families early on in the admission process and yearly about end-of-life care and DNR orders are provided. During the admission process, recognition of residents who maybe at a higher risk of ED visits have interventions outlined in their plan of care.

5. Continue to enhance our Palliative and Pain Program in the home to align with the Ontario Provincial Framework for Palliative Care, with a vision for palliative care for our residents to ensure they receive holistic, proactive, timely and continuous care and support they need. Sprucedale Care Centre will be implementing RAO Clinical Pathway for Pain which will commence March 29, 2024. Intention to have continuous assessment of resident's level of pain an assess efficacy of current interventions and medication management, pharmacological and non pharmacological interventions. The addition of more staff being trained in palliative

care approaches, Palliative care education for personal support workers is currently being given with 12 PSW enrolled. This will enhance early identification and quality of care provided, to ensure optimum comfort for our residents.

6. Continue to review and implement interventions to prevent falls and reduce injury. Implementing intentional Rounding at high risk times where increased falls were noted to be occurring, example (between 8pm and 10pm). Implementation of the RNAO clinical pathway for falls. These are comprehensive assessments which identify clinical suggestions to consider to prevent further falls. This pathway assists in clinical decision making by providing criteria regarding diagnosis and treatment that lead to recommended courses of action.

7. Continue to improve continence care for our residents. Ongoing we continue to work with our Prevail Product Representative to ensure our residents are in correct products and sizes, and to ensure 100% of our staff are trained yearly in continence management education.

8. Continue to enhance our Infection Prevention Program, increased audits, education and best practices in line with the new fixing Long Term Care Act. IPAC lead has completed the IPAC professional development course and anticipates to completion of the certificate examination process.

9. Continue to promote and maintain Skin and wound integrity for our residents. Implementation of skin and wound care module in pointclickcare, to increase better auditing and tracking of wounds, consistent to comprehensive assessments for better outcomes.

Additional role of designated wound care lead.

10. In addition to the ongoing Quality Improvement Practices within the home. We are in our THIRD implementation phase of implementing RNAO Best Practice Guidelines Clinical Pathways- Which will include and address the following this year:

1. FALLS
2. PAIN

11. PROJECT AMPLIFI- LTC program to streamline information between health care institutions was completed this past year. This implementation has been effective for all quality improvement initiatives for early identification and timely and accurate information to enhance the quality of safety of care for our residents.

Through regular Leadership & CQI team meetings Sprucedale Care Centre is working to ensure that the QIP aligns with the Long-Term Care Homes Act, and the Southwest Local Health Integration Network Long Term care service accountability Agreement (L-SAA).

ACCESS AND FLOW

Sprucedale Care Centre continually seeks out innovative ideas and collaborates with our community and external partners to make improvements in the delivery and access to the appropriate levels of care.

The critical involvement of the right medical care, resources, decision-making, and having the proper internal systems in place, with the result of optimizing patient safety and quality of care. The following tools are used with in our home to utilize appropriate flows of communication between health care facilities and external providers.

- RNAO Best Practice clinical pathways is embedded in our current software provider. These tools are used to guide evidence-based health care practices and translate clinical practice guideline recommendations into clinical process of care.

- LTC eConnect- provides our home with secure, reliable access to provincially based health information for our residents, allowing our Registered Staff access to real time data, including labs, diagnostics, and hospital reports.

- Project Amplifi- newly implemented this software program provides secure link between hospitals and our home to ensure clear and accurate information flows quickly and easily between the two health care institutions.

SBAR tool-assists our Registered staff to communicate important information effectively as it relates to the health care status of residents to the physician and or emergency personal, this tool reduces vagueness and the need for repetition saving both time and resources.

EQUITY AND INDIGENOUS HEALTH

Sprucedale Care Centre is committed to the provision of the highest quality services to our residents including supporting holistic care and alternative medicines keeping in line with the Residents Rights. We consider residents physical, social, cultural, psychological, emotional and spiritual needs. This philosophy is achieved by educating and training our staff members on the dynamics of our culturally diverse community. Through this commitment, we will enhance awareness of potential health inequities, and provide culturally sensitive supports to our residents as required.

As a neighbour to Oneida Nation of the Thames, Muncey Delaware Nation and Chippewas of the Thames First Nation is important for our home to promote and advocate for the indigenous population and community. This also applies to our Residents and staff who belong to this community as well. We continue at Sprucedale to always seek for opportunities in the home to celebrate cultures.

In 2023 a collaborative program with Activities and Nursing staff and members of the Indigenous community was held on National Day of Truth and Reconciliation (Orange Shirt Day), Staff volunteered their time to assist the Activities making homemade frybread. "Frybread is a dish of the indigenous people of North America that is a flat dough bread, fried or deep-fried in oil, shortening, or lard."

While they enjoyed their frybread, residents, families and staff listened to traditional music from various indigenous artists, also taking time to reflect and discuss the reason behind this day and why it is so important.

Geographical information were discussed while looking at a map of Canada, focusing on southwestern Ontario, covering all the different Bands. Residents also shared personal stories about their

history and connections.

Various videos on different dance styles and Pow Wow with their meanings and all the outfits associated with these important events. These types of events will now be held annually for Residents and staff.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Sprucedale Care Centre involves residents, families, staff, and community partners in the quality improvement process. Resident and family council meetings, information is shared about the home's services and the activities of the Continuous Quality Improvement Team are communicated. Resident and Family Councils have an opportunity to participate in the development and approval of the plan. Recommendations received from satisfaction surveys, concern/request/complaint forms, critical incident reporting and team meetings will be considered through the development. Updates regarding progress and the work being done will be taken to resident and family council meetings quarterly throughout the year. Sprucedale Care Centre engages clinical staff and leadership in establishing shared continuous quality improvement plans and goals for the organization. The CQI committee meets monthly to review the quality improvement plan and its progress. The Quality Improvement Plan is reviewed also by Leadership Committee who strongly supports the Home's commitment to quality improvement and providing the best possible care for residents. Progress on the Homes ability to achieve the QIP goals are reported annually or more often as necessary. Interdisciplinary Quality Committee, Interdisciplinary Medication Management Committee and Interdisciplinary Infection Prevention & Control Committee, clinical and non-clinical membership review and provide recommendations on a quarterly basis.

members include the Medical Director, Pharmacy Consultant, Public Health, Registered Dietician, Director of Care, and other Department Managers, Front Line staff from all departments. And most importantly the resident and families we serve.

PROVIDER EXPERIENCE

Sprucedale Care Centre always seeks to implement innovative practices to improve workplace culture and provide recruitment incentives. Sprucedale has a close working relationships with our local colleges and universities. Hosting Clinical placements has been key to hiring and retaining frontline nursing staff.

Highschool Co-op student placement has also been successful as students are introduced at a young age to working with senior population. We have had many successful Coop students being hired on for part time roles in supportive departments such as housekeeping and dietary and stay with us as they attend college and university.

Participating in Government LTC Prep programs such Preceptor Resource and Education Program in LTC, has provided our home with funding to help increase the quality of and capacity of clinical student placements.

We also continue to work with Health Force Ontario (ROS) program to assist us with attracting new PSW graduates to our home. This has been a great program for home over the last three years. We have had 20 PSWs able to receive the retention bonuses available through this program.

Also, CCPN Health Force Community Commitment Program for Nurses both RN and RPN retention initiatives has been helpful to hire 2 RNs and 2 RPNS.

In 2024 Sprucedale Care Centre will continue to utilize these and any other available programs that become available to assist with this human resource crisis.

This year Sprucedale Care Centre will be applying for a unique collaboration called " The Living Classroom" in partnership with a local college this model of education integrating education right in our home. "The Living Classroom will support our continued

workforce development. Students would be able to attend in class and clinical placements directly in our home. This opportunity will be beneficial to the whole of our community as well Residents, Families and team members by promoting student engagement and provide mentorship opportunities.

SAFETY

At Sprucedale Care Centre Resident safety is an essential component of how we deliver high quality care. Keeping residents safe is always forefront in our Quality Improvement plan. Our goal is to achieve a safe and secure environment and clean-living space for our residents. Education is the most vital component with all staff especially within the professional growth of Registered staff. Continuous education and skill development is essential in lowering risk to residents. Sprucedale achieves this through education upon hire and annually. Education is delivered through online and in person, some examples are, Infection Prevention, Falls, Safe Transfers and Lift Procedures, Medication Management, Residents Rights, Zero Tolerance Abuse and Neglect policy, Fire Safety and Emergency Preparedness, Least Restraint Last Resort, are all apart of our safety culture.

work with external partners and resources, such as RNAO Clinical Pathways to assist in lowering risks by early identification of any change in health so that clinical decisions can be supported, and the appropriate interventions can be put into place.

POPULATION HEALTH APPROACH

Sprucedale Care Centre has been a WOHT Health Organization member with Ontario Health Team since June 2021. Ontario Health Teams are a new way of organizing and delivering care that is connected to patients in their local communities. for better coordinated, and integrated care. Under Ontario Health Teams, health care providers (including hospitals, doctors, and home and community care providers) work as one collaborative team – no matter where they provide care

Sprucedale Care Centre has successfully implemented three RAO BPGs related to: Person and Family-centred Care, Delirium, and Admissions. In 2024 we will implement Falls prevention, Post Fall Assessment and Pain Management.

The implementation of these assessments has improved care and quality of life and health outcomes for all of our residents.

CONTACT INFORMATION/DESIGNATED LEAD

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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 on **March 15, 2024**

Alicja Bidzinska, Board Chair / Licensee or delegate

Corrie Van Heeswyk, Administrator /Executive Director

Corrie Van Heeswyk, Quality Committee Chair or delegate

Other leadership as appropriate
