

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 2, 2020



OVERVIEW

The John Noble Home is a 156 bed Long Term Care Facility that has a proud and long standing care tradition, dating back to 1881. The site also includes affordable housing and a community day program for those with dementia. All meet and serve the needs of both Brant County and the City of Brantford and their respective constituents as we are a municipally operated and governed facility. The John Noble Home's Quality Improvement Plan focuses on improving key performance outcomes that align with quality indicators identified by governing bodies as well as by the home's operational and strategic priorities. The John Noble Home is founded on a mission of working together to enhance the quality of life for those we serve by providing Love, Care and Dignity within a safe home like environment. The Home is in the third year of working towards our Best Practice Spotlight Organization Designation with the Registered Nurses Association of Ontario. For this designation, the home is implementing the Best Practice Guidelines of Assessment and Management of Pain, Person and Family Centered Care and Preventing Falls and Reducing Injury from Falls. The John Noble Home's Quality Improvement Plan follows our strategic plan, operational plan, our service agreement with the LHIN and our accountability to the City of Brantford and County of Brant.

DESCRIBE YOUR ORGANIZATION'S GREATEST QI ACHIEVEMENT FROM THE PAST YEAR

The John Noble Home is committed to integrating quality improvement throughout our facility. In the last year we have

focused our efforts in service excellence in patient centered care. These indicators are collected in the annual resident satisfaction survey and by other positivity plan initiatives in our home. Through diligent work and focused efforts we are pleased to report an increase in overall resident satisfaction from our previous years. The Positivity Plan, a staff driven initiative has resulted in improved morale and resident satisfaction along with focuses on team work, cultivating staff engagement, a positive working environment and enhancing communication between management, staff and residents. We are proud of a new procedure created to better capture concerns and respond in a timely manner. The system involves a new streamlined concern form and straightforward procedure which brings the concern to the managers attention promptly and facilitates an effective response, increasing dialogue with residents and their family members. Complaints are reviewed by the senior management team quarterly to identify trends and assist with quality improvement incentives.

COLLABORATION AND INTEGRATION

The John Noble Home is associated with several partnerships to

ensure a multidisciplinary collaborative approach to resident care. We are a signatory organization to the Brantford Brant Ontario Health Team (BBOHT), which as of March 2020 is categorized as "in development". In 2020-2021, the BBOHT is developing a collaborative quality improvement plan that is focused on the year 1 target population of mental health and addictions and dementia as well as focusing on patient experience. The John Noble Home is participating in this collaborative QIP, which will be reported regularly to the local OHT leadership structure and the Brantford Brant Ontario Health Team Joint Board (once formed) to ensure strategic alignment of organizations to meet a common objective. As the John Noble Home is submitting an independent QIP in 2020-2021, a notation has been added to identify the indicator that is connected to the collaborative QIP. The BBOHT hopes to expand on the collaborative QIP in 2021-2022, potentially consolidating the number of independent QIPs developed across local partners.

Additionally, the John Noble Home are proud partners with the Registered Nurses Association of Ontario to become a Best Practice Spotlight Organization. The Home is in its third year and hopes to receive the designation of Best Practice Spotlight Organization within this QIP year.

A new exciting partnership with the Grand Erie District School Board will see the creation of a living classroom for Personal Support Workers within the home during the year. The home works closely with the Brant County Health Unit, Alzheimer's Society, Mental Health Resource Consultants, Behavioral Supports Ontario and other community partnerships.

PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS

Resident input and quality of life is the cornerstone of all that we do at the John Noble Home. Recent initiatives such as the Positivity Plan and the implementation of the RNAO Person and Family Centered Care Best Practice Guideline have garnered tremendous input into the operations of the home. Examples include the design committee which participated in the design and redevelopment of the front foyer of the home. Engagement from residents has been heightened and we are proud of our Resident who signed up to become a Best Practice Champion. Additionally residents sit on our Quality Team and give input into the development of the Quality Improvement Plan.

WORKPLACE VIOLENCE PREVENTION

The John Noble Home has internal processes that recognize, track Adverse/Sentinel Events and Near Misses. Tracking is completed by the Quality Improvement Coordinator and all incidents are reported at our Quality Improvement Team meetings along with the Health and Safety Committee. The home has a Risk Management team that meets weekly to discuss high risk responsive behavior residents or situations that have occurred and look for ways to reduce Risk as a multidisciplinary approach to finding interventions for the safety and security of all our residents and staff within the home.

ALTERNATE LEVEL OF CARE

The John Noble Home participates in the Complex Case Resolution team which brings together community partners to resolve pressing issues with individuals who have challenges which make it difficult for them to thrive in the long term care environment. Additionally, the home is developing a dialogue with hospital partners to assist the hospital to remove barriers to placement and make hospital patients long term care ready thus reducing ALC. To prevent hospital transfers, the home co-chairs the SHAWL committee which is comprised of mental health providers, the police, psycho geriatric resource consultants and Behavioural Supports Ontario to raise awareness of the resources available in the community for Long Term Care residents experiencing mental health challenges and works to assist homes to reduce transfers due to behaviours.

VIRTUAL CARE

The John Noble Home uses Clinical Connect for e-consultations to review history, admissions and notes. Ontario Telemedicine Network is available to the home on an as needed basis. We also utilize a wound care app through the skin and wound module in Point Click Care which measures the progress of healing wounds and allows for non-invasive treatment.

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 3-26-20



Board Chair / Licensee or delegate



Administrator / Executive Director



Quality Committee Chair or delegate

Other leadership as appropriate

