

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

February 27, 2023



## OVERVIEW

The John Noble Home's Quality Improvement Plan focuses on priority indicators that are consistent with the priorities of the Ministry of Health, Ministry of Long-Term Care and Ontario Health. Collectively, these indicators will support a shared focus on key quality issues across all organizations and sectors. As a strategic priority, the John Noble Home is committed to integrating quality improvement throughout the organization. The Quality Improvement Program is continually evolving and growing with a commitment to enhance the quality of life for those we serve by providing Love, Care and Dignity, within a safe, home-like environment.

## REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

The priority indicators for the 2022/23 QIP included: Number of emergency department (ED) visits for modified list of ambulatory care-sensitive conditions, percentage of residents responding positively to "what number would you use to rate how well the staff listen to you", percentage of residents who responded positively to the statement "I can express my opinion without fear or consequences". Lastly, the percentage of LTC residents without psychosis who were given antipsychotic medication in the seven days preceding their resident assessment. The John Noble Home remained committed to integrating quality improvement throughout the Home during a challenging time in the health care sector. Although the COVID-19 pandemic still remained a heightened priority with a focus on infection prevention and control, the Home is proud of the work accomplished during the 2022/23 QIP year. Integral to our quality improvement change ideas was the Home's communication strategy which included daily huddles, reinstating staff meetings, open door policies, social media and website updates along with daily management walkabouts to ensure staff, residents and their families continue to be informed and have the opportunity to provide input.

## PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

Resident and family input have remained a priority for the John Noble Home as we continue to implement best practice guidelines (BPG) as a Best Practice Spotlight Organization (BPSO). Having the opportunity to complete the BPG Person and Family Centered Care has impacted the culture of the Home at an administrative level as well. Family Council and Resident Council members sit on multiple committees such as the Infection Prevention and Control Team, Pain and Palliative Committee, Quality Improvement Team and have been able to participate with redeveloping these mandatory programs by providing insightful knowledge and resource.

## PROVIDER EXPERIENCE

Strategic objectives such as developing a robust hiring process and implementing retention strategies assisted in fostering an environment of education and innovation. Sparking creativity and developing new ideas to care approaches and organizational structure assisted with promoting a culture of open dialogue and a positive workforce. Recovery incentives such as celebrating nurse's week, employee recognition, theme days and monthly draws had a positive impact on staff as these were regrettably missed during the pandemic.

## WORKPLACE VIOLENCE PREVENTION

The John Noble Home is striving to integrate a culture of safety amongst staff. To achieve this, the Home has sought out additional staff members of all disciplines to participate in the Joint Health and Safety Committee. Worker members inspect the Home regularly, examine workplace incidents, and review policies and procedures while providing feedback on how to improve safety in the workplace. Over the last three months, the Home has focused its efforts on workplace violence and protecting our workforce. The Home has made several enhancements to its current practices by reviewing and updating the workplace violence policy, enhancing reporting procedures, adjusting the tracking and trending of incidents, and evaluating practices for the interventions implemented to ensure we are using the most effective method to protect staff. In addition, education sessions have been initiated to teach staff on the different ways to interact effectively with residents with responsive behaviours, such as the stop, go and reapproach method.

## PATIENT SAFETY

The Home is committed to achieving and maintaining the philosophy of a safe and healthy workplace and Home, for all its employees, residents, volunteers and visitors. The Home has a client safety plan which assists in ensuring compliance with the applicable laws and standards as well as safe work practices and procedures. The goal of the safety plan is to provide information that allows the Home to deliver services in the safest manner possible in a joint effort to reduce the possibility of adverse events resulting from unsafe practices and conditions. Areas of risk are recorded through the various committees within the Home, including the Quality Improvement Team, Risk Management, Infection Prevention and Control and the Joint Health and Safety Committee. Care and services are also evaluated, and any identified safety risks are corrected. Client safety is then improved by coaching, mentoring, implementing organization-wide initiatives, promoting widespread learning, accessing evidence, implementing best practice guidelines and encouraging feedback while recognizing individuals for their input.

## HEALTH EQUITY

In 2019 the John Noble Home partnered with the Niagara Peninsula Aboriginal Area Management Board (NPAAMB) who specialize in employment and training solutions, and stay in school initiatives for aboriginal youth: status, non-status, Metis, and Inuit. The Home had the privilege to provide work experience through the Recreation Department, while enhancing cultural partnership. In March 2020 as part of NPAAMB, the Home participated in an evaluation of the Journey to Success Program, however the pandemic restricted us in completing this work. NPAAMB also honoured and recognized two Employer Champions who demonstrated outstanding support and exemplified the values of community-building and inclusion; the John Noble Home was recognized as one of those Champions. Through the Recreation Department and the Wellness Committee, the Home hosted International Villages Week. Prior to the pandemic, staff, residents and their families were encouraged to participate in promoting their cultural background by showcasing dance, art, music and food. Spiritual Care policies have been updated to reflect the diversity of multi faith cultural approaches. The Home has reached out to various faith leaders within the community to form partnerships to offer these services to residents. The LGBTQ2S+ Safe Space Workshop was offered to staff, and Positivity and Pride Day is celebrated annually in June.

## 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

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Board Chair / Licensee or delegate

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Administrator /Executive Director

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Quality Committee Chair or delegate

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Other leadership as appropriate

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