

Let's Make Healthy
Change Happen.



Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario



3/5/2018

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.

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Overview

The John Noble Home is a 156 bed Long Term Care Facility jointly owned and operated by the City of Brantford and the County of Brant. The John Noble Home's Quality Improvement Plan focuses on improving key performances and targets that align with quality indicators identified by the MOHLTC, Health Quality Ontario public reporting process, Long Term Care Homes Act, LHIN priorities as well as the home's operational priorities. The John Noble Home uses an approach to quality that focuses on our internal processes, financial accountability, continuous education, growth, innovation and technology as well as customer satisfaction. The objective of our QIP are to focus on safety, individualized resident centered care, staff experience and ensuring these align with our vision, mission and values. The John Noble Home's QIP aligns with our strategic plan, operational plan, our service agreement with the LHIN and our accountability to the City of Brantford and County of Brant. To continue our commitment to quality resident care our QIP plan for 2018-2019 will be focusing on the reduction of antipsychotics without a diagnosis of psychosis, falls and skin and wound care.

Describe your organization's greatest QI achievements from the past year

The John Noble Home is committed to integrating quality improvement throughout our organization. Our Quality Improvement Program is continually evolving and growing with a commitment to provide higher quality care for our residents and a safe working environment for staff.

We are below the provincial average and benchmark for restraints due to ongoing education to residents, substitute decision makers and staff on the risks associated with restraints, our least restraint policy and the use of effective alternatives.

In the last year we have continued to improve on Overall Resident Satisfaction and Personal Experience of residents as evidenced by increased positive responses to the questions "I feel the staff listen to me" and "Would you recommend this home to others?" on our annual Resident Satisfaction Survey.

The John Noble Home continues work through the Our Noble Journey project which focuses on a social model of care rather than a medical/institutional approach. Initiatives through Our Noble Journey over the past year include: Music therapy using Ipods, scent therapy and introduction of fidget blankets created by staff members on each home area.

Resident, Patient, Client Engagement

The John Noble Home seeks input for the development of the Quality Improvement Plan and QI initiatives such as the annual Resident Satisfaction Survey through meeting with both the Resident and Family Council. Action plans are developed through the Quality Improvement Team after feedback and assistance is gathered from the multidisciplinary team. All action plans are brought back to Resident and Family council for approval.

The John Noble home supports an open door policy, welcoming comments and concerns openly and striving to provide timely resolutions.

Collaboration and Integration

The John Noble Home partners with the LHIN and several contracted services to ensure continuity of care. We are associated with several professional associations such as the Registered Nurses Association and AdvantAge Ontario. Recently, the home was accepted as an RNAO pre-designate for Best Practice Spotlight Organization. The John Noble home recognizes the value of working in partnership with community partners in order to support and integrated services and continuity of care for our residents. We collaborate with the LHIN, Public Health, Alzheimer's Society, Mental Health Resource Consultants, Behavioural Supports Ontario and Nurse Led Outreach Teams. The home continues to work closely with community partners such as Behavioural Support Ontario to ensure we are managing high risk behaviours and implementing a smooth transition process into our home for new residents. Within the John Noble Home, our multidisciplinary team approach, which includes our

Medical Director, Pharmacy, Physiotherapist, Registered Dietician, Management and frontline staff ensures that the residents are supported, resident centred care is the main focus and resident's needs are met.

Engagement of Clinicians, Leadership & Staff

The John Noble Home makes providing quality care for our residents a priority. Clinicians, Leadership and Staff are involved in many multidisciplinary teams including Quality Improvement Team, Skin and Wound Committee, Falls/Restraints Committee, Contenance Team, and Risk Management. This includes clinical staff (RN, RPN frontline PSW staff), the Registered Dietician, Physiotherapist and other members from all disciplines throughout the home. Medical services are provided by our Medical Director and Nurse Practitioner who also play an active role in the development of quality initiatives.

Managers are responsible to develop their own specific departmental goals, develop action plans and report progress to the Quality Improvement Team.

Population Health and Equity Considerations

The John Noble Home has recently partnered with The Niagara Peninsula Area Aboriginal Management Board (NPAAMB) which is a non-profit organization that aims to increase leadership abilities in aboriginal youth and increase Indigenous participation in the workforce. The program provides group-based and individualized training and pre-employment initiatives, counselling, resume and cover letter assistance, job search and employment readiness services. By developing this partnership, the home will participate in the promotion of a skilled workforce and as a result will have access to qualified workers. Staff in the home will participate in Cultural Safety Education in support of this new partnership.

Opioid Prescribing for the Treatment of Pain and Opioid Use Disorder

The John Noble Home is committed to providing multidisciplinary individualized care based on our mission of providing Love, Care & Dignity in a dignified, caring and respectful manner to ensure each resident receives optimal pain management. The interdisciplinary team will provide comprehensive care which includes the recognition, assessment, and management of pain following our Pain Management Program. Pain relief requires individualized treatment of total pain: physical, psychological, social and spiritual. Pain management is achieved through the effective use of individualized pharmacological interventions as well as non-pharmacological interventions.

Workplace Violence Prevention

The John Noble Home has an internal process that recognizes, tracks and reports on Adverse/Sentinel Events and Near Misses. Tracking is completed by the QI Coordinator and all incidents are reported to the Quality Improvement team and Health and Safety Committee with a focus on any trending issues.

Education to staff is ongoing related to the importance of recognizing and reporting Near Miss events which allows the home to take a more proactive approach to creating a safe environment for both residents and staff members.

Staff members are supported through the process of recognizing and reporting workplace violence. The Risk Management Team meets weekly to discuss issues/situations with a high risk for negative outcomes and works in a multidisciplinary approach to put interventions in place for the safety of all residents and staff within the home.

All staff injuries/resident injuries/incidents are reviewed by the Occupational Health nurse along with the Health and Safety Committee and Risk Management Team. Currently, the home is working towards enhancing security measures and protocols in an effort to enhance resident and staff safety.

Contact Information

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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

Board Chair / Licensee or delegate _____ (signature)
Administrator /Executive Director _____ (signature)
Quality Committee Chair or delegate _____ (signature)
Other leadership as appropriate _____ (signature)