

Let's Make Healthy
Change Happen.



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



3/5/2019

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 performance targets that align with quality indicators identified as priority by governing bodies as well as by the home's operational priorities. Through our Mission Statement of Love, Care and Dignity, the John Noble Home strives to provide quality resident centered care which is equitable, safe, accessible and accountable in a warm, home-like atmosphere. Our carefully trained, engaged staff works within a social model of care which places the resident at the forefront of all we do. Through initiatives such as the 'Noble Journey' which emulate butterfly concepts, but are uniquely tailored to the Home, residents embark on an unparalleled care experience for which they are the center. The Home is in the second year of working towards the Best Practice Spotlight Designation with the Registered Nurses Association of Ontario. For the 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

Through diligent work and focused effort, the John Noble Home was able to make great improvements in the indicator Prescribing of Antipsychotics without a Diagnosis of Psychosis. In order to make these improvements, the quality team focused on medication reviews of each resident receiving antipsychotics, observations of behaviours and root causes of behaviours. Trials of non-pharmacological interventions for residents experiencing responsive behaviours were done collaboratively with Behavioural Support Ontario and an interdisciplinary team. Other external resources were utilized such as the Nurse Lead Outreach Team, Pain and Palliative Care Consultant and Geriatric Mental Health Outreach to identify root causes of behaviours for residents at high risk for responsive behaviours. Additionally, education to staff regarding drug pathways and processes as well as reporting and documentation led to positive change, bringing the home in line with provincial averages for this indicator. The home will continue to monitor each new admission and those prescribed antipsychotics for possible alternative treatment therapies.

Patient/client/resident partnering and relations

The John Noble Home seeks input for the development of the Quality Improvement Plan and quality improvement 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.

Workplace violence prevention

The John Noble Home has an active Health and Safety Committee and an internal process that recognizes adverse/sentinel events and near misses. The importance of recognizing near misses is a culture change in which we continue to work towards. This allows us to be proactive rather than reactive in creating a safe home and work environment. All staff injuries and resident injuries/incidents are reviewed by the Risk Management team, Occupational Health Nurse and our Health and Safety Committee. The home provides regular education to staff to ensure they recognize workplace violence and are aware of the policies and procedures for reporting. The home creates a culture where staff are supported through the process of reporting workplace violence to ensure a safe work environment

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)