

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

June 9, 2022



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.

The priority indicators for the 2022/23 QIP include: Number of 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 Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment.



REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

The John Noble Home has been committed to integrating quality improvement throughout our Home during the COVID-19 pandemic. Our primary focus was infection prevention and control while maintaining the Home's core principles and philosophy of care. Despite the 2021/22 QIP being paused the home was able to integrate the Best Practice Guideline for Resident and Family centred care into daily operations along with being awarded the Advanced Clinical Practice Fellowship through the Registered Nurses Association of Ontario. The Fellowship is being completed by one of the Home's full time Registered Nurses, who is working in collaboration with the Nurse Practitioner and Medical Director. The focus of the fellowship is to complete research on the link between pain and responsive behaviours in residents with Dementia. The hope is that residents, not only in the John Noble Home, but across the province, will benefit from this research and will see a reduction in responsive behaviours and use of antipsychotic medication with the further introduction of appropriate pain management.

During the fall of 2021, the home underwent its Qmentum program survey through Accreditation Canada. The survey was a combination of on-site and virtual meetings. Surveyors examined documentation, interviewed residents, families and staff. Additionally, an external partner focus group and resident and family focus group were interviewed. The John Noble Home was very proud of the successful survey and ultimately being accredited with Exemplary Standing.

PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS

Resident and Family input have remained a priority for the John Noble Home despite the challenges faced by COVID-19. The home was successful with implementing best practice guidelines which included Person and Family Centred Care. The guideline assisted nurses and other members of the multidisciplinary team to enhance the quality of their partnerships with the individuals we serve. The partnerships ultimately aimed to improve clinical outcomes and the person and family experiences of health care through the use of evidence-based practices. The Home continued to focus on enhancing partnerships and integrating more resident/family communication ideas during the pandemic. Innovation and creative ideas were developed to ensure relationships were not impacted.

PROVIDER EXPERIENCE

During the pandemic the John Noble Home embraced our Healthcare Hero's. Staff were recognized in many ways for their hard work and dedication. Local companies generously donated and were thanked on our social media platforms. Management made a point to thank each and every one of our dedicated employees who showed up to work every day during unprecedented times. The Home has identified the emotional and physical toll this pandemic has created in Long Term Care. Staff have struggled to provide enough emotional and physical support to our residents in the absence of their families during the height of the pandemic when restrictions were in place limiting access to the Home. The Home continues to struggle with recruitment of staff which is evidently a significant issue throughout the Health Care Sector. The John Noble Home will continue to celebrate our talented and deserving staff at every opportunity.

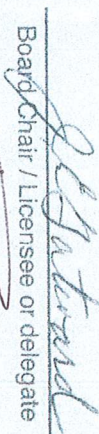
RESIDENT EXPERIENCE

Throughout the pandemic we have provided our residents with various means of alternative visiting such as FaceTime, Skype and letter writing for our residents to stay connected. Families have been welcomed to send in photos and letters to our homes email for residents to enjoy. We are continuing to provide outdoor courtyard visits for residents and families that are unable to come into the home for various reasons. We are committed to our monthly newsletter and families have access to recreation programming events and are encouraged to attend. Over the last few months, the Home has started to expand social contacts by increasing cohort size for programs, lessened some visiting criteria and restarting certain types of programs. Also, we have reopened areas of the Home to provide a safe and comfortable space to promote patient and family engagement.

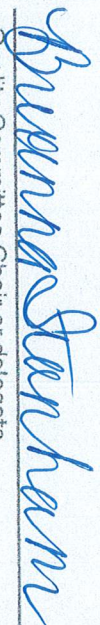
SIGN-OFF

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 June 20, 2022.


Board Chair / Licensee or delegate


Administrator / Executive Director


Quality Committee Chair or delegate


Other leadership as appropriate