

Let's Make Healthy
Change Happen.



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



3/29/2019

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

Victoria Village was established in 2003 and is located on the old site of the Royal Victoria Hospital, in the heart of Barrie Ontario. Of our 128 LTC licensed beds, 1 bed is designated as a respite bed.

Victoria Village has been continually expanding its quality improvement progress each year through a strong culture of continuous quality improvement. Quality improvement is a priority and focus throughout the various teams and committees within the home. We have participated in quality improvement initiatives for many years. Victoria Village Manor has always strived for innovation in improvement of services for the residents we serve.

Victoria Village Manor's QIP forms part our Operational Plan. It also reviews all internal and external reviews and evaluates all programs in the home. We then review new MOH IP's/LHIN initiatives, amendment's to the LSAA as well as the LHIN Annual Business Plans and incorporate these items where applicable to our Operational Plan. Victoria Village strives to meet the highest standards of the MOH and CARF accreditation.

We review Survey Results both Resident/Family and Staff Satisfaction. In 2016 we changed our Resident Satisfaction Survey to be more reflective of the MOH standards and the QIP evaluators.

We review all our strengths and weaknesses and look for opportunities in developing our annual operational plan. This plan then is posted in our reception area on our web site and shared on a regular basis with our stakeholders,

The Health Quality Ontario, Quality Improvement Plan will serve as another layer to our Quality Improvement Program at Victoria Village Manor. The Plan will be used as a tool to set goals, review progress through our Leadership meetings and assist in informing the public of our focus and accountability.

Our Organization's Greatest QI Achievement from the Past Year

In 2018 Victoria Village was able to continue to be a restraint free facility. We were able to not implement any new restraints through education provided to residents and families. Victoria Village continues to establish individualized care plans for each resident that spells out care needs and how they will be met. We view the restraint of elderly people as a threat to the dignity of older adults. Our policy reflect a search for least restrictive alternatives such as personnel alarms, increased monitoring, etc. Victoria Village was able to accomplish becoming restraint free by assessing if the problem has been clearly defined. Have other strategies been tried. Has proper consideration been given to the reason for selecting the restraint and, what are the risks versus benefits for the resident?

In 2018 Victoria Village has also continued to improve and de-prescribe antipsychotics for residents who did not meet the CIHI criteria for receiving such a medication. Through collaboration from the multidisciplinary team which included, RVH Nurse Practitioner, Geriatrician, our own Behavior Nurse, and physician teams as well as working with residents and families, we were able to decrease the number of residents on antipsychotic medications without a diagnosis of psychosis i.e. hallucinations, delusions or a diagnosis of schizophrenia to 7%. Through the assessment of the multidisciplinary team each resident was assessed for the process of trial withdrawal of inappropriate medications.

In 2018 Victoria Village continued to maintain being below the HQO benchmark for skin and wound. We were continuously below the 1% benchmark for the 2 skin and wound quality indicators in relation to pressure ulcers. Through monthly meetings and allocating resources to a wound care nurse we were able to achieve the 1% benchmark.

We were also able to achieve the benchmark in relation to worsening behavioural symptoms and worsening depression. Again through monthly multidisciplinary meetings and the allocation of funds to a behavioural resource nurse.

We were also able to nearly achieve our target in relation to worsening incontinence by achieving 12.3% as 12% is the benchmark. We also achieve being below provincial average for all worsening incontinence related quality indicators.

In 2018, Victoria Village went through the CARF accreditation process and we received a 3 year accreditation.

We continue to expand our OTN service particularly in the area of Geriatrician consult and comprehensive assessment, MSK, Neurology and GPOT, approximately 4 to 7 residents receive these services each month.

We continue to achieve our goals in relation to ED visits by achieving 12.8% for one hospital stay and 5.1% for emergency room visits. We continue to review all hospital transfers at our multidisciplinary quality improvement committee monthly meetings. Where factors are identified in relation to a preventable hospital transfers improvement plans are developed and implemented through the multidisciplinary team.

Education continues to be a strong focus for Victoria Village Manor. Mandatory education on abuse prevention and duty to report was completed for all registered staff. GPA remains a focus with a demonstrated success. Hands on education is ongoing with all staff working with the outreach NP, Pharmacist, RD, BSO, Skin and Wound nurse, etc.

One of our most successful Quality Improvement achievements was improving our resident satisfaction survey results. We were successful in achieving 100% overall satisfaction in the question "Feel that staff treat them with dignity and respect".

Patient/Client/Resident Partnering and Relations

Victoria Village continuously works on engaging our residents and families in the development and implementation of our quality improvement projects through a variety of activities such as Residents' council, family council, food committee groups, etc. Residents enjoy the participation and having the opportunities for discussions. The focus of these groups are to optimize quality of resident care. Resident care conferences are held within six weeks of admission and annually thereafter. We have candid discussions with family to try and replicate the resident's life at home as much as possible. If there is a significant change in resident status we call family to have a care conference so that all of the circle of care members know resident and family expectations. Victoria Village has a vibrant Resident Council and Family Council. We join these meetings on a regular basis to share quality indicator performance measures as well as seek input on items requiring improvement. When building improvements are required, i.e. painting, change of flooring, we seek feedback from the residents effected, Resident Council and Family Council. We have residents participate in the Accessibility audits that are completed annually. This year we continued with the internal Resident and Family Satisfaction Survey which was requested and approved by the resident and family councils in order to better solicit feedback on issues that were important to our residents. The results of the survey are shared at Resident Council and Family council where we seek feedback on how they feel we can improve our services. We continue with our newsletter to share information. The complaint process has been reviewed and improved by developing better communication tools; staff have all been educated on our complaint policy and tools and understand the importance of communicating concerns in a timely manner. We believe

that by incorporating residents and families' feedback we are better positioned to drive quality improvement and create positive resident experiences.

Workplace Violence Prevention

Victoria Village promotes the values of respect, teamwork, and responsibility, which are foundations to promoting staff safety and preventing workplace violence. Victoria Village has a strong Health and Safety Committee. The JHSC meets monthly. Victoria Village has policies and procedures in relation to workplace violence, harassment and bullying. These include policies and procedures to support staff in dealing with anger in the workplace as well as in recognizing and reporting staff safety concerns, e.g. domestic violence, etc. Our JHSC committee tracks all incidents and accidents involving staff, identify trends and work on developing programs and interventions to minimize risk to the staff. We also support a healthy workplace by making mandatory the training of Bill 168/132 for all staff.

We work diligently at reducing potential workplace violence that can be caused by residents, by training all staff in the techniques of Gentle Persuasive Approaches (GPA) to care. We also have a Responsive Behavior Nurse who becomes involved in a resident's care once it is identified that we are seeing new or increased resident's responsive behaviour. This nurse assists in developing a crisis plan for staff to utilize to reduce the risk of violence and responsive behaviours. Victoria Village has continued our partnership with the BSO program and PRC consultant to assist in developing individualized resident care plans. All resident behaviours are reviewed monthly at the resident risk and quality multidisciplinary quality improvement team. All staff are educated and trained in our Emergency codes to ensure that staff react appropriately in the event of an emergency e.g. code white, code red, etc.

In support of staff safety Victoria Village Manor offers an early return to work program for all employees as well as education to staff around the hazards that may exist in the workplace and how to work safely.

Victoria Village has an established Quality of Work life committee. Through our employee benefits (EAP) we offer employees access to confidential counselling services to promote the health and well-being of employees.