

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 2, 2024

OVERVIEW

Extendicare Riverside Place is a 96 bed long-term care home located in Windsor, Ontario.

Our Mission

Extendicare is a leading seniors' health care organization serving the needs of Canadians for more than 50 years. Across our organization, our dedicated team members are united by our mission of helping people live better.

Improving Care, Every Day

At Extendicare, improving the quality of care we provide to our residents and their families guides all we do. We are committed to continuous improvement, and on an ongoing basis, we seek new ways to evolve our practices and strengthen our services.

We are focused on a national, multi-year plan to improve the care we provide across every home we operate, and in every community we serve. Read more in our Improving Care Plan.

Quality Improvement

Extendicare's Quality Framework outlines the ways in which our home is supported to achieve success in all aspects of quality with a focus on quality of life, safety, compliance, and resident satisfaction. Extendicare's homes in Ontario are responsible for driving their quality improvement plan. We work closely with dedicated, regional clinical consultants who provide ongoing

support to homes in our home's quality initiatives. Our strategic direction and the initiatives that support the plan also meet or exceed standards set by Accreditation Canada, and meet the requirements of our LSAA.

Our home's Continuous Quality Improvement (CQI) Committee uses the CQI Framework in alignment with Extendicare's enterprise-wide strategic quality priorities to identify priority areas for quality improvement in our home, make recommendations, monitor and measure progress, identify and implement adjustments, and communicate improvement outcomes for the current and following year. Results are shared with residents, families, team members and external partners to support our priorities, targets and activities.

On an organization-wide basis, Extendicare measures and monitors our quality initiatives using data accuracy and quality indicator score cards. Home-level quality reports are circulated monthly and reviewed by homes and regional teams, to help monitor progress and drive meaningful conversation at each home's continuous quality committee meetings. Performance monitoring is a key part of driving our performance and includes but is not limited to the following:

- Monitoring key quality indicators
- Internal audits
- External audits
- Program evaluations
- Resident Satisfaction Survey results

Active priority areas for quality improvement in our home are:

1. Falls prevention – 15%

- Our Approach – Risk mitigation strategies including scheduled toileting plan that are individualized for the resident, environmental risk assessments to ensure a safe and uncluttered environment with adequate lighting and supportive mobility devices, post fall huddles to identify root causes in order to reduce future falls, activity programs specific to the needs of residents at high risk for falls such as Dementiability, appropriate footwear, medication reviews

2. Inappropriate Use of Antipsychotics – 17.3%

- Our Approach – Direct engagement of the physicians and pharmacy team to provide recommendations for safe reduction of antipsychotics; implementation of the Extendicare Antipsychotic Reduction Decision Support Tool, engaging Behavioural Support Ontario in home leads to work with clinical team to support behavior management for newly admitted residents on previously prescribed antipsychotics in order to find opportunities for reduction.

3. Restraint Reduction – 2.5%

- Our Approach –Implementation of Extendicare's Least Restraint policy, utilization of alternatives to restraints, discussions and education with families/residents about risks of restraint use and available alternatives

4. Worsened Stage 2-4 Pressure Injury – 2%

- Our Approach –Working in partnership with our vendor 3M to enhance our assessment process and ensure correct product selection to promote healing, education of new advanced practice skin and wound care nurses including participation in the 3M Academy, and annual education specific to wounds and skin care;

adherence to audits and root cause analysis for all newly occurring wounds and skin impairments; review of bed surfaces and repositioning devices.

ACCESS AND FLOW

Extendicare is committed to working closely with our community partners including our regional Home and Community Care Support Services team, hospitals and business partners to ensure safe and effective care of residents across the organization and at the local home level. We do this through ongoing relationship building and partnerships with health system partners such as local long-term care homes, regional IPAC hubs, Ontario Health teams and various regulatory authorities. In addition, our partnerships extend to our Medical Advisor and Attending Physicians as we work to improve medication management, clinical care and reduce unnecessary ED visits. We strive for excellence through our focus on quality and safety and opportunities with our partners to participate in research.

The success of this QIP requires collaboration with multiple partners, including Acheiva Health, Medical Mart Pharmacy and ProResp all of whom are active quarterly participants in our homes Professional Advisory Committee; Windsor Regional Hospital through the Nurse Practitioner Led Outreach Team Home which provides weekly support to the home to minimize avoidable ER visits; Behavioural Supports Ontario regional support team which provides education and support for responsive behaviours and linkages to the Geriatric Mental Health Outreach Team from Hotel Dieu Grace Hospital; and vendors such as Medical Mart, 3M who provide resources for the most up to date supplies.

EQUITY AND INDIGENOUS HEALTH

Extendicare is committed to incorporating an equity lens into all our quality improvement initiatives. We offer materials in several languages, and our focus on QI initiatives to improve care includes vulnerable populations.

Each home develops a cultural competency and diversity plan that addresses how it will respond to the diversity of its stakeholders as well as how the knowledge, skills, and behaviors will enable personnel to work effectively cross culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values, and practices within and between cultures. For example, we have many homes with strong French, Chinese, East Asian and Italian communities.

In developing a cultural competency and diversity plan, our organization looks at the diversity of its community, internal and external stakeholders and potential changes in demographics to be proactive in education, training and service delivery.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Extendicare's mission is "Helping People Live Better" and we accomplish this by actively engaging our residents and families. We promote transparency with residents and families by requesting their feedback in various activities such as quality improvement projects, annual resident satisfaction surveys which we use to gauge our quality improvement measures, various committees, resident and family councils and town hall meetings. Our ongoing goal is to incorporate feedback to continually improve quality of life and safety by ensuring the care each resident receives is reflective of their individual needs and wishes.

Our 2023 Resident and Family Experience Survey Results:

Date of Surveys: September 11 to October 31, 2023

Resident surveys: 41 Family surveys: 49

- Resident: Would you recommend this home? Result: 95.1%

Top three opportunities for improvement from the resident survey:

I have input into the recreation programs available 41.5%

If I need help right away, I can get it 48.7%

I am updated regularly about changes in my home 56.1%

- Family: Would you recommend this home? Result: 87.8%

Top three opportunities for improvement from the family survey:

I have an opportunity to provide input on food and beverage options 25%

The resident has input into the recreation programs available 41.9%

I am satisfied with the timing and schedule of spiritual programs available 53.6%.

Survey results are reviewed and shared through our strategic planning process to determine annual and 3 year plan goals. This process flows through our regular meetings of our Quality Council which also reviews quarterly year end clinical indicators versus benchmark and extends to our Residents' Council and Family Information sessions to determine required priorities.

Survey results were reviewed and a copy of the survey report was provided to the Residents' Council at their monthly meeting, held February 15, 2024. The home does not have an active family council. Survey result summaries will be shared via email to invite feedback and suggestions for improvement in March 2024

Action plans for top areas for improvement will be developed based

on feedback from residents and families, quality council and the QIP process. To be finalized by April 30, 2024 and fully incorporated into the strategic plan.

PROVIDER EXPERIENCE

Riverside Place is part of a large organization in which there are many opportunities to engage with staff and leadership in sharing quality improvement goals and commitments. This is achieved through bench marking, using experiences of other homes to share best practices, annual quality and strategic planning conferences and participation in the Ontario Long Term Care Association Quality Committee and annual quality forums. Our annual employee engagement survey provides an opportunity for team members to give their feedback on various issues such as staff satisfaction, innovation, and work environment. Riverside Place is a teaching home with strong linkages to colleges and universities offering full placement and precepting for PSW, RPN, RN programs.

SAFETY

Despite the best efforts of healthcare professionals, adverse events sometimes happen in healthcare settings. Adverse events can be devastating for patients and healthcare providers who are part of or witness these events. When a resident experiences an unanticipated outcome or a medical error occurs, there is an expectation that the healthcare establishment will deal with the event openly and honestly and that the parties involved will accept responsibility, express empathy, and work to prevent the event from happening in the future.

We document, track and trend resident Adverse Events so that we can apply lessons learned from these events and minimize the risk

of them happening again. One of the most important aspects of good event management is creating a work environment where all employees, residents and their families feel they can speak up and report issues, concerns and even mistakes. Extencicare is

committed to creating a “just” organization culture. This culture:

- Encourages openness and frankness in identifying and reporting Adverse Events
- Focuses on interdisciplinary learning and an organizational commitment to applying lessons learned.
- Fosters an environment that promotes safe behaviour choices.
- Supports disclosure where appropriate.

Incidents that provide an opportunity for improvement are shared with team members through town halls, daily huddles, and regular meetings/committees to increase awareness and seek feedback to understand root cause so that strategies put in place are effective. Practice alerts are sent out by the Corporate Quality and Risk team to all homes following a serious incident or near miss to ensure awareness and review of process.

POPULATION HEALTH APPROACH

Extencicare Riverside Place population consists of mainly complex medical needs and dementia.

We collaborate with our medical professional team and our outreach Nurse Practitioner from Windsor Regional Hospital, as well as established best practice to determine best care and treatment for those resident with complex medical needs.

We have a Behaviour Support team (BSO) in place to ensure that we meet the needs of these populations? We also work with our regional BSO partners and local geriatric mental health outreach team to enhance our services.

CONTACT INFORMATION/DESIGNATED LEAD

Riverside Place Contact Information/Designated Quality Lead
Alison Spence-Falkingham, Director Care

Executive Director/Administrator: David Towers

CQI Committee Chair: David Towers

Quality Lead of home: Alison Spence-Falkingham

Regional Director: Helen Lyons

Corporate Quality: Kim Penner

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 **March 28, 2024**

Wendy Gilmour, Board Chair / Licensee or delegate

David Towers, Administrator /Executive Director

Alison Spence-Falkingham, Quality Committee Chair or delegate

Other leadership as appropriate
