

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 19, 2024

Extendicare



**Ontario
Health**

OVERVIEW

Extendicare Port Hope is a 128 bed long-term care home located in Port Hope, ON

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%

We utilize an interdisciplinary approach to falls prevention during our weekly Wobbly Wednesday Huddles where we take the opportunity to discuss risk mitigation strategies including individualized scheduled toileting plans, medication reviews, appropriate footwear as well as environmental risk assessments to ensure a safe and uncluttered areas with adequate lighting and supportive mobility devices. Utilizing the knowledge and supplies of our Program team to provide individualized self-directed activities for residents at high risk for falls 24 hours a day also supports us to mitigate falls. Our Falling leaf program ensures that staff have a visual cue of residents who are at a high risk for falls.

2. Inappropriate Use of Antipsychotics – 17.3%

Monthly multidisciplinary meetings facilitated by our in-house BSO RPN are held to review the Residents in our home who are currently taking antipsychotics to discuss non-pharmacological interventions. We utilize the knowledge and support of our clinical pharmacist to support with safe reduction of antipsychotics for residents leading to an improved quality of life for residents. We engage our Psychogeriatric consultants and the Virtual Behavioural Response Team with behaviour management of residents when in-house ideas have been exhausted.

3. Restraint Reduction – 2.5%

Our Least Restraint Policy is shared prior to admission in our home via discussions with Home and Community Care Support Services Coordinators and during tours with potential families and residents.

Working alongside our Physiotherapy and Program teams we review alternatives to restraints and continued health teaching with family and residents regarding the same.

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

We have a Registered Practical Nurse who has dedicated time weekly to review all pressure injuries and works alongside the medical and registered team members on proper prevention interventions and how to promote healing. Our RPN Skin and Wound lead continues to complete education that increases her knowledge of advanced practices that she can bring to the other staff in the home. The weekly update of our Pressure Injury Tool also supports with tracking Pressure injuries and Prevention strategies. Monthly multidisciplinary meetings are facilitated by our Skin & Wound lead where we are able to review resident pressure injuries, residents who are at potential risk of skin breakdown and any potential education opportunities for all staff. Ongoing discussion of bed surfaces and supplies to promote healing is held during morning report and Registered staff meetings. Our Nurse Practitioner is available to support with new and worsening Pressure injuries.

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.

Extendicare Port Hope works closely with the following partners to ensure success in achieving great quality of care for all residents who live here. With the support of external partners we are able to implement processes, strategies and best practices that enable residents to thrive in our home.

We work collaboratively with Home and Community Care Support Services to ensure that all potential resident needs can be met when they move into our home. Implementation of our Admissions Coordinator in 2023 has allowed increased communication and connection with our HCCSS partners and increased successful transitions for residents and family members into our Long Term Care Home.

Our BSO RPN utilizes Behaviour Supports Ontario and Psychogeriatric Consultants- Psychogeriatric Assessment Services (PASE) for the elderly from PRHC for non-pharmacological interventions to support residents who are experiencing personal expressions. We were successful in utilizing the Virtual Behavioural Response Team in 2023 in implementing tools that increased his quality of life for residents, we endeavour to continue to partner with these supports to further improve quality of life for residents. The Alzheimer's Society is also a partner that our BSO and Program team works closely with to provide education to staff, family and

residents around living in congregate settings and supporting co-residents with dementia. The resources that the Alzheimer's society has been able to support the home with over the last year includes the IPOD program for dementia.

Our Program Manager utilizes best practices from Ontario Association of Resident Councils to provide education, outreach and connections to other Long Term Care Resident Councils. This is accomplished through webinars and Resident Forum sessions where we engage residents in our home with the opportunity to join in these virtual sessions and hear how Councils run and function in other homes. The tools and resources from OARC are utilized by our Council to continue to grow the function and efficiency of the Resident Council in our home to be advocates for all within Extendicare Port Hope.

Being a member of the Ontario Long Term Care Association allows us to remain current with all of the best practices and knowledge through the many educational opportunities offered.

Our Medisystem Clinical Pharmacist works closely with our Nursing team, providing education, auditing to ensure we are meeting all standards and provide off-site support regarding orders and medication incidents tracking.

Being in a small community, we have a great working relationship with our local hospital- Northumberland Hills. The NHH IPAC team is our 'mini' hub and is willing to provide education to staff team.

Our Suppliers such as 3M, Achieva, Arjo and Prevail provide education sessions to our staff and residents regarding best

practices and available products. These sessions are to ensure that best practices are being followed and excellent service is provided to the residents of our home and that the most appropriate products are utilized.

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- October 31, 2023
- Resident: 50/66 -75.8% Family: 79/128- 61.7%

Resident: Would you recommend this home? Result: 85.4 %

- Key areas for improvement from survey:

o I am satisfied with the quality of care from social worker(s)- 37.5%

- Post and recruit for a full time Social Service worker February 2024
- Educate staff, residents and family members on the role of the Social Service Worker- April 2024

o I am satisfied with the quality of care from doctors- 58.5%

- Poster of Doctors with the days of the week they are in the home will be posted at the entrance to each home area. March 2024
- Communication will be held with doctors regarding the importance of rounding during each visit to increase visibility with residents. March 2024

• Family: Would you recommend this home? Result: 86.1%

- Key areas for improvement from survey
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o The resident has input into the recreation programs available. -49.1%

- Quarterly Program Planning meetings to be scheduled and facilitated by our Program team with residents March 2024

- Monthly Calendars will be created based off of resident input during Program Planning Meetings. March 2024 and ongoing

o I have an opportunity to provide input on food and beverage options. 54.3%

- Food Council Meetings will be facilitated monthly by Dietary Manager with standing agenda of Resident Input/choice March 2024

- Resident Choice meal will be decided at Food Council and offered a specific day each month. March 2024

- Newsletter articles will go out twice a year for family to provide a recipe that can be incorporated into new menu cycles. April 2024

The role of Resident and Family Councils and CQI Committee in determining actions taken with survey results: Resident, Family Councils and CQI committee involvement in reviewing the of the results and creating an action plan from the Satisfaction Survey is imperative at Extendicare Port Hope. Including all of these members encourages transparency, open communication and accountability to the home and residents.

How are results communicated to the residents & families, Resident & Family Council and staff: Results are shared in our March newsletter that is distributed to all resident and family members. They are also posted within the Home on both floors via our Family Information Boards and were distributed at a Family Information Session held on February 22, 2024 Our Resident Council met on February 15th 2024 where results were shared and input towards action planning was gathered. We also shared Survey Results at our CQI meeting on February 16 2024.

Date copy of the report was provided to Resident and Family councils: Resident Council was provided copies of the survey results on February 15, 2024. We currently do not have an active Family Council however copies of the results were available at our Family Information session on the 22nd of February. Results were also emailed to families on February 21/24 and posted around the home as well.

PROVIDER EXPERIENCE

Extendicare Port Hope 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.

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. Extendicare 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

Extendicare Port Hope's population consists of a mainly white, English speaking frail elderly population. Residents with varying degrees of cognitive impairment/mental health issues, but very little cultural diversity. We continue to work with the HCCSS and family members upon admission of residents to identify specific needs or strategies to maintain optimum health and satisfaction with care and services provided within the Home. Extendicare is committed to incorporating an equity lens into all our quality improvement initiatives. We offer materials in other languages, provide cultural competency training for staff and clinicians, and focus QI initiatives on improving care for vulnerable populations. For example, during major campaigns such as the flu campaign we translate our materials into French. For our resident satisfaction surveys, we translate our material into many languages due to our diverse populations.

CONTACT INFORMATION/DESIGNATED LEAD

Christa Griffiths, Quality Risk Management Coordinator.
Christa.griffiths@extendicare.com

OTHER

Sign off:

Administrator: Jeff Donovan

CQI Committee Chair: Christa Griffiths/Jeff Donovan

Quality Lead of Home: Christa Griffiths

Regional Director: Cory Nezan

Corporate Quality: Erin Coreno

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 12, 2024**

Cory Nezan, Board Chair / Licensee or delegate

Jeff Donovan, Administrator /Executive Director

Christa Griffiths, Quality Committee Chair or delegate

Leanne Preston, Other leadership as appropriate
