

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 19, 2024

OVERVIEW

Extendicare Peterborough is a 174 long-term care home in Peterborough, 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 how 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%

- Implementation of Extendicare's Falls toolkit to recognize and prevention of high risk falls along with reinstating the Falling Leaf Program
- Daily audits, increased safety checks and post fall huddles to capture data
- Environmental risk assessments to ensure clutter free areas
- Falls Friday and monthly falls committee to reduce the number of falls, investigate and provide an environment that is safe and secure for all Residents
- Fall prevention and management interventions through collaboration with the interdisciplinary team including Physiotherapist, Dietitian, Nursing, Falls Lead and other departments
- Nursing safety round documentation forms that are implemented on evenings and nights, which is where most falls appear to be occurring
- Increased staffing ratios to the models of care to ensure there are more caregivers to monitor high risk fallers and care for the residents of Extendicare
- Education provided to staff members on Best Practice Standards

2. Inappropriate Use of Antipsychotics – 17.3%

- With the reduction of the antipsychotic use, the BSO team chose to implement non-pharmacological interventions to manage responsive behaviors. We have reintroduced the

Rendevour program for a visual experience along with music therapy, 1:1 activities and larger scale group activities.

- BSO Nurse works alongside with the Medical Director and Pharmacy for medication reviews

- Education will resume this year with GPA, PIECES and Dementiability training for all staff.

- BSO nurse has just recently completed her education to become a GPA educator for Extendicare Peterborough staff members.

- Extendicare partners with Home and Community Care to provide employees with education, and when utilizing the BSO Virtual Mobile Response Team which provides our team with support.

3. Restraint Reduction – 2.5%

- Continue with the implementation of the Least Restraint Program

- Assessments to be completed by the care team with the residents, family and staff to discuss the best choice based on each individual needs for safety.

- Collaboration with DOC, Medical Director, Physiotherapist and Falls Lead to incorporate all safety interventions possible prior to the implementation and consideration of restraints

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

- Identifying early stages of pressure injuries and preventing pressure sores through monitoring and skin assessments.

- Partnership with 3M to provide education to the Nursing staff
- Certification for the Skin and Wellness Associate Nurse (SWAN) program

- Registered Dietitian on site for hydration and nutrition to promote and maintain health

- Continence Committee collaborates with Prevail to promote skin and wound Best Practices within the facility.

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 Peterborough home specific partnerships:

The success of this QIP requires collaboration with multiple partners, including:

Home and Community Care Services assist with organizing and coordinating a smooth transition to LTC. We collaborate with Home and Community Care to meet the care and needs for residents,

caregivers, and families.

Behavioral Supports Ontario supports us by focusing on enhancing health care services and recognizing responsive behaviors. BSO Ontario works to support us through continuing education and developing potential interventions.

3M supports Extendicare with education, various wound and skin care supplies and supports the home with interventions in wound care that support Best Practice Standards.

Medisystem Pharmacy provides medications and personalized pharmacy supports for the residents of Extendicare. They collaborate with Registered Staff, Physicians, and management to provide education, support, and insight.

IPAC Hub at PRHC which provides support and information on outbreak and IPAC related protocols, procedures, and interventions. IPAC Hub is a direct support and reference tool for Extendicare's IPAC lead.

Community Partnership between the Universities, Colleges and Secondary schools in the region.

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.

Extendicare Peterborough: Our 2023 Resident and Family Experience Survey Results:

Date of Surveys both Resident and Families: Sept 11-Oct 31 2023

Resident: Would you recommend this home? Result: 83.3%

Top three areas for improvement from survey:

1. Am I satisfied with spiritual services timing and schedule 37.5%
2. I am satisfied with the quality of care from social worker 28.6%
3. I have input into recreation programs 41.9%

Family: Would you recommend this home? Result: 70.7 %

Top three areas for improvement from survey:

1. There is a good choice of continence products 43%
2. I am satisfied with the variety of spiritual care services 48.6%
3. The resident has input in recreation programs available 49.3%

Key actions taken, as a result of survey outcomes for top 3 areas for resident satisfaction and family satisfaction:

-Calendar planning program which allows residents to have direct

input on planning ahead for the next month

-Residents asked at resident council, family council and town hall meeting on their input regarding spiritual services

-Suggestion box in lobby for residents and families

-Incorporate this in Newsletter and also posted on Extendicare's Facebook page

-Ask for input at IDTC from families and residents on spiritual services

-Visits from Father Andrew for those who are in palliative care and wish a visit. As well as actively seeking a Chaplain in the community.

-Include education in the admission process for families and residents. As well as provide education in Townhall by inviting our Continence Champion.

-Resident council and townhall, we will give opportunities to discuss Prevail and continence concerns

-Discuss any concerns with continence products in the nursing portion of the IDTC

-Include Prevail education in the Newsletter. Provide an annual Prevail survey to residents and families.

-Newsletter and also posted on Extendicare's Facebook page

-Social worker started on August 8, 2024. Our Social Worker has developed an Ethics Committee to support resident's within the home.

These action plan will be reviewed quarterly at CQI and PAC meeting.

Role of Resident and Family Councils and CQI Committee in determining actions taken with survey results:

Resident program surveys were implemented on Feb 24, 2024.

Program evaluations for resident input and satisfaction.

Follow up at IDTC and Townhall for family and resident satisfaction.

How are results communicated to the residents & families, Resident & Family Council and staff:

-Administrator presented the family and resident survey at residents and family councils on February 26, 2024.

Minutes are sent to those who could not attend via email. Copies also available in lobby which was communicated at Townhall and council meetings.

-Management was presented both surveys on February 7th during a management meeting.

PROVIDER EXPERIENCE

Extendicare Peterborough 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.

One of Extendicare's RPNs is currently enrolled in the SWAN program which specializes the employee in wound and skin care which will be utilized in the home to support resident health and wellbeing around skin and wound care.

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.
- aligning recognition and rewards with what is meaningful to staff

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.

- build awareness and understanding with incident investigation processes for staff and resident.
- Annual education for staff
- Working with medical director, Nurse practitioner and pharmacist from Medisystem to review and analysis medication management.

Extendicare Peterborough has an active Joint Health and Safety

(JHSC) committee. JHSC has a mandate keep the home safe to live and work in, they are able to identify, assess and control workplace hazards and make recommendations to the workplace to prevent injuries and illnesses. The JHSC will either address an issue directly (as appropriate), or make recommendations to the Management Team when further actions are required to minimize identified risks.

POPULATION HEALTH APPROACH

Extendicare Peterborough population consists of people who require support with that will allow them to live a life of well-being and respect. We have our Restorative Care Program that continues to help rebuild strength, functional abilities that will support independence and wellness.

We hold monthly meeting to ensure that we meet the needs of these populations. We also work with Physiotherapy and Achieva.

CONTACT INFORMATION/DESIGNATED LEAD

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Sign-off

Executive Director/Administrator: Michelle Gavin

CQI Committee Chair: Aimee Asbridge

Regional Director: Niklas Chandrabalan

Corporate Quality: Erin Coreno

OTHER

Convalescent Care Program is a short stay, supportive care program that provides quality care to eligible applicants who require support to recover their strength, endurance, and functionality before returning home.

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 8, 2024**

Erin Coreno, Board Chair / Licensee or delegate

Michelle Gavin, Administrator /Executive Director

Paula Mann, Quality Committee Chair or delegate

Niklas Chandrabalan, Other leadership as appropriate
