

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 19, 2024

OVERVIEW

Extendicare Tecumseh is a 128-bed long-term care home located in Tecumseh, 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 – The multidisciplinary falls team meets weekly to review all falls in the past week to discuss a prevention plan which includes interventions such as; scheduled toileting plan, safety alarms that are individualized for the resident, environmental risk assessments to ensure a safe and uncluttered environment with adequate lighting and supportive mobility devices, activity programs specific to the needs of residents at high risk for falls, appropriate footwear, medication reviews, non-pharmacological approaches such as music therapy, doll therapy, weighted blankets, fidget blankets etc.

2. Inappropriate Use of Antipsychotics – 17.3%

- Our Approach – Together with the care team including the pharmacy team and the physicians, we work on reducing the use of antipsychotic medications where appropriate. We also engage with the internal and external Behavioural Support teams to collaborate and support behaviour management within the home.

3. Restraint Reduction – 2.5%

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

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

- Our Approach – We will continue to work in partnership with our vendors to enhance our assessment process and ensure correct product selection to promote healing. We provide ongoing education of new and evidence-based practices to skin and wound care nurses and front-line staff. The multidisciplinary team meets weekly to assess high risk residents and to review resident’s needs for appropriate therapeutic 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.

Home Specific Partnerships:

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

- Home and Community Support Services: The admission process is so important for the home in creating accurate and effective care plans for new admissions. HCSS assists with the home being able to prepare for and provide appropriate care for new admissions within the home.

- Behavioral Supports Ontario: Internal team consists of a lead Registered Practical Nurse and a Personal Support Worker. This team provides in-house support to residents experiencing responsive behaviours utilizing non-pharmacological interventions. The internal team is the liaison for the external BSO, Alzheimer’s Society and Geriatric Outreach Team.

- Ontario Association Resident Councils: Provides guidance and support to the Resident Council within the home, by way of policies and monthly newsletters. They are also very accessible to support the Resident Council if required.

- And many vendors provide services and supplies to our residents within the home to support their quality of care. These vendors include but are not limited to: Compass Canada, Arjo, Medical Mart, 3M, and Medisystem Pharmacy, Motions, Medigas and Sysco.

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 Tecumseh Our 2023 Resident and Family Experience Survey Results:

Date of Surveys: September 11, 2023 – October 31, 2023

Residents' top three satisfaction result:

84.1% of residents would recommend this home to others.

- I trust the staff in my home = 93.4%
- I am aware of the recreation services offered in the home = 88.9%

Residents two areas of opportunity:

- I have input into the recreation programs available = 34.1%
- I am satisfied with temperature of my food and beverages = 46.8%

Resident's satisfaction survey results reviewed with resident council:

- February 20, 2024

Families' top three satisfaction survey results.

82.8% % of families would recommend this home to others.

- There is someone I can talk to about the resident's medication = 90.5%
- If I have a concern, I feel comfortable raising it with staff = 89.2%

Families' top two areas of opportunity:

- The residents has input into recreation programs available = 41.9%
- I have an opportunity to provide input on food and beverages options = 45.6%

Families' satisfaction survey results reviewed with family council:

- February 24, 2024

Roles of resident and family council and CQI Committee:

- CQI committee monthly to review action plans in place to improve satisfaction survey results.
- Action plans are shared with resident and family council with opportunity for input from both councils.

PROVIDER EXPERIENCE

Extendicare Tecumseh 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 Tecumseh population consists of mainly of a geriatric population. We have many programs in place within the home that support our resident's quality of care including dementia, mental health, bariatric, specialized medical services etc.

CONTACT INFORMATION/DESIGNATED LEAD

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OTHER

Sign off:
Executive Director/Administrator: Bobbi Robinson
CQI Committee Chair: Melissa Brown
Quality Lead of home: Leslie Glenn
Regional Director: Anthony McKenzie
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 7, 2024**

Erin Coreno, Board Chair / Licensee or delegate

Bobbi-Lee Robinson, Administrator /Executive Director

Leslie Glenn, Quality Committee Chair or delegate

Anthony McKenzie, Other leadership as appropriate
