

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 28, 2024

## OVERVIEW

St. Joseph's Lifecare Centre Brantford (SJLCB) is the largest Long Term Care Home in Brantford & Brant County comprising of 205 beds. We are inspired by the legacy of our founders, the Sisters of St. Joseph, who are dedicated to compassionate, person-centred care.

Stedman Community Hospice is made up of three main services which include the 10-bed in-patient residence, the Community Outreach team along with a Supportive Care/Grief and Bereavement portfolio. Our programs provide specialized palliative and end-of-life care to patients living with progressive life-limiting illnesses. These services are available across the region of Brantford, Brant, Haldimand, Norfolk, Six Nations and Mississaugas of the Credit First Nation.

St. Joseph's Lifecare Centre and Stedman Community Hospice is a proud partner in the St. Joseph's Health System. Along with system partners, St. Joseph's Lifecare Centre, Brantford; St. Joseph's Villa, Dundas; St. Mary's General Hospital, Kitchener; St. Joseph's Health Centre, Guelph; and St. Joseph's Home Care, Hamilton, St. Joseph's Healthcare is one of the largest corporations in Canada devoted to healthcare and known for genuine compassion and caring, locally and around the world.

St. Joseph's Campus of Care is committed to safety and quality at all levels. The quality management system is guided by the six quality dimensions- safe, timely, effective, efficient, equitable, and patient centered (STEEEP).

## ACCESS AND FLOW

SJLCB utilizes the client flow process set by Home and Community Care Support Services (HCCSS), guided and regulated by the Ministry of Long-term Care. Routine communication is maintained with HCCSS for all Admit Discharge and Transfer related information to support successful facilitation of client flow within the organization, further ensuring all expectations and Ministry of LTC standards are met.

The occupancy level is monitored and reported to the Ministry of Long-Term Care every quarter.

## EQUITY AND INDIGENOUS HEALTH

Over the last three years, St. Joseph's Lifecare Centre has made a conscious effort to develop programming and provide learning related to Indigenous culture. There were several reasons for taking this direction:

- We serve a geographical region that includes the Indigenous lands of the Mississaugas of the Credit First Nation as well as Six Nations of the Grand River, Canada's largest reserve.
- We are one of Brantford's largest multi-cultural employers with Indigenous employees.
- It was an excellent fit with the values outlined in our strategic plan: leading, learning, building and caring.
- It was the right thing to do. St. Joseph's Lifecare Centre is located in Brantford, the site of the former Mohawk Institute Residential School. We are committed to renewing our relationship with Indigenous peoples, based on the values outlined in the Final Report of the Truth and Reconciliation Commission of Canada: recognition of rights, respect, co-operation and partnership.

SJLCB is focused on implementing an EDI Committee in 2024 to ensure that we foster a culture of respect and supportive of a diverse and inclusive workplace.

## PATIENT/CLIENT/RESIDENT EXPERIENCE

SJLCB's commitment to client engagement in quality is rooted in The Ontario Residents' Bill of Rights, embedded in our provincial legislation, Fixing Long-Term Care Act (FLTCA), 2021, and accompanying Regulations (O. Reg. 246/22).

19. Every resident has the right to,

iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care home and to obtain an independent opinion with regard to any of those matters. 20. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.

SJLCB operates an active Resident Council that meets monthly providing feedback on aspects of care, food choices and quality of life. The executive members of the Council sit on Continuous Quality Improvement (CQI) Committee, our operational quality and safety committee that aims at reducing disparities and co-designing improvements. We also have resident representation on our QIP working group, that helps shape our improvement efforts year after year.

The 2023 annual Resident Satisfaction Survey conducted in conjunction with St. Joseph's Health System partners, St. Joseph's Villa, Dundas and St. Joseph's Health Centre, Guelph has showed that we scored an overall resident satisfaction of 91% compared to 76% in 2022. SJLCB is on a continuous improvement journey; this further exemplifies our commitment to enhancing resident experience.

## **PROVIDER EXPERIENCE**

The Canadian Patient Culture Survey (Can-PSCS) is a required tool by Accreditation Canada used to evaluate staff perceptions of how the organization approaches patient safety and report safety incidents. Over 140 staff completed the Canadian Patient Safety Culture Survey in the Spring of 2023. In addition to the Can-PSCS, over 160 staff completed the Worklife Pulse Survey, a 21-item questionnaire providing a snapshot of health care organizations' Quality Work Life. While both surveys indicated that SJLCB is scoring well in multiple areas, there is always room for improvement and action plans are well underway to demonstrate commitment to continuous improvement.

## **SAFETY**

SJLCB's pledge to resident safety is embodied in the Patient Safety Plan 2023. Resident safety is a key component of quality management system at the Campus. The Campus supports the identification, reporting, investigation, and addressing of critical incidents/sentinel events. The safety plan is a living document updated annually.

## POPULATION HEALTH APPROACH

At St. Joseph's Lifecare Centre Brantford, our focus is more than just health care. Our population health approach to care is designed to improve quality of life for our residents and our community. We believe a holistic approach that supports the mental, physical, emotional, and psychosocial health of individuals improves quality of life, happiness, and wellbeing. Assessing the health and social impact of our policies, programs, and services allows us to improve health outcomes. Utilizing key indicators such as promotion, prevention, treatment, and palliative care facilitates a population health approach. We understand the positive impact compassionate care in a home like setting has on our residents and their families.

## CONTACT INFORMATION/DESIGNATED LEAD

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## 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**

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**Trudi Collins**, Board Chair / Licensee or delegate

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**Angie Heinz**, Administrator /Executive Director

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**Chitra Jacob**, Quality Committee Chair or delegate

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**Karen Candy**, Other leadership as appropriate

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