

# Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario

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**3/15/2019**

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

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## Overview

St. Joseph's Lifecare Centre (SJLC) is a long-term care facility providing care to Brantford and Brant County. Our Mission is rooted in a Catholic faith-based ministry inspired two centuries ago by the Sisters of St. Joseph of Hamilton. We continue their legacy of courage, compassion, and caring by working as a team to improve the quality of life for those we are privileged to serve. Through actions and words, we support a culture of empowerment, safety, advocacy and individualized care within a family-oriented setting. SJLC’s Quality Improvement Plan (QIP) is based on a comprehensive assessment of our opportunities to improve the quality of care we provide and is closely linked to our Mission, Vision and Values. SJLC’s QIP goals for 2019-2020 are to:

1. Reduce percent of long term care residents with a worsening pressure ulcer (stage 2 to 4)

2. Reduce medication errors resulting from omitted medications

3. Address workplace violence by further developing a culture of reporting

The QIP sets out detailed initiatives for our areas of focus for 2019-2020. These improvement areas were selected through review of all SJLC’s quality indicators, critical incidents, resident feedback data and resident satisfaction results. The QIP mirror’s the direction of SJLC as the organization’s leaders embark on development of a new strategic direction for the next three (3) years.

## Describe your organization's greatest QI achievement from the past year

St. Joseph’s Lifecare Centre (SJLC) has active and engaged quality improvement teams. The areas of improvement for the 2018-2019 QIP were: reduction in worsening pressure ulcers, implementation of an antibiotic stewardship program and addressing workplace violence by developing a culture of reporting.

The Health Professional Advisory Committee led the implementation of an antibiotic stewardship program. The team successfully reduced the use of antibiotics by 42% in one year. The reduction is the result of education on antibiotic stewardship provided to nursing staff and residents and families. The team’s success is also attributed to the implementation of a best practice algorithm for urinary collection.

The Quality team deserve credit for the work they did on the Workplace Violence project. The team was able to increase reporting by 226% from 57 reports in 2017 to 186 reports in 2018. The increased reporting was attributed to the dedication of the team in promoting reporting through three (3) successful marketing strategies as well as the implementation of an easy to complete reporting form.

## Patient/client/resident partnering and relations

St. Joseph’s Lifecare (SJLC) has both a Residents Council and Family Council. Proposed QIP indicators were presented to both groups and feedback provided was incorporated into the plan related to the areas of focus and change initiatives. Progress on QIP initiatives will be reported to the Councils quarterly and posters of progress will be posted in the facility for families and residents as well as staff to review.

SJLC has also added a family member to the Quality Mission Ethics (QME) committee of the Board of Trustees. The addition of the family member has enabled the committee to ensure that family and resident perspectives are included in all decisions of the committee. The new member has enriched the discussions of the committee.

## Workplace violence prevention

Addressing workplace violence is a strategic priority for St. Joseph’s Lifecare (SJLC) as is demonstrated by the inclusion of workplace violence as a voluntary area of focus for the Quality Improvement Plan for 2018-2019 and again for 2019-2020. As part of the reporting for the QIP each year, the Quality Mission Ethics Committee of the Board of Trustees receive regular reports on the number of reported incidents of workplace violence. SJLC is in the process of instilling a culture of reporting related to workplace violence. The organization saw an increase of 226% in reported workplace violence. In reviewing the reported data for 2018-2019, the team identified that reporting of workplace violence increased dramatically in the months when the team were promoting reporting. However, in the other months of the year, the reporting dropped dramatically. Therefore, the team feels there is more work to be done to instill a culture of reporting in the organization.

SJLC has always had an open-door policy, whereby staff are free, and are encouraged, to voice any concerns or issues with management without the fear of reprisal or repercussions (Whistleblower Policy). The push, again this year, will be to emphasize the importance of reporting so that there is enough data to implement improvements. Management continues to review and update policies to ensure best practice and procedures are implemented. Education regarding safety and workplace violence can be found on our electronic learning management system and easily be accessed by staff. SJLC supports all staff to annually complete safety and workplace violence education and orientation.

## Contact Information

If you would like more information or have questions about the St. Joseph's Lifecare Quality Improvement Plan for 2018-2019 please contact:

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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

Board Chair Vincent Bucci \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (signature)

President David Wormald \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (signature)

Quality Committee Chair Vic Prendergast \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (signature)