

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 2, 2020

OVERVIEW

1) Overview:

St. Joseph's Lifecare Centre (SJLC) is a long-term care facility providing care to Brantford, Brant County and Six Nations. 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 indicators for 2020-2021 are to:

1. Address workplace violence by providing ongoing encouragement to report incidents of workplace violence, implementing individualized responsive behaviour care plans, and providing re-education on responsive behaviours.
2. Reduce medication errors resulting from omitted doses of medications.
3. Implement a Palliative care needs assessment tool.

The QIP sets out detailed improvement initiatives for each indicator in 2020-2021. These improvement initiatives were selected through review of all SJLC's quality indicators, critical incidents, resident feedback data and resident satisfaction results. The QIP mirror's Lifecare's new Strategic Plan, launched in the fall of 2019.

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 2019-2020 QIP were: reduction in worsening pressure ulcers, reduction in omitted medication errors (missed doses) and addressing workplace violence by developing a (Just) culture of reporting.

The Director of Care and Assistant Director of Care led the implementation of eMAR (electronic medication administration records) aiming to reduce omitted medication errors (missed doses). With the assistance of our internal IT department and pharmacy, eMAR was successfully launched in January 2020. Although we did not meet our goal of reduced medication errors we are thrilled that our large spacious home has been modernized with the most updated IT infrastructure, and the launch of eMAR. As a result of this improvement, we are already showing vast improvement in the reduction of omitted medication errors (missed doses). We will be building even further upon this improvement in the 2020-21 QIP, as we feel there is even more improvement to be achieved because there is less room for (human) error.

The Quality team deserve credit for the work they did on the Workplace Violence project. The team was able to increase reporting by 20% from 189 incidents reported in 2018 to 237 reported in 2019 - surpassing our goal of a 225 reports. The increased reporting was attributed to the dedication of the team in promoting reporting through two (2) successful marketing strategies and education sessions.

The focus for Workplace Violence on last year's (2019-20) QIP was supporting staff to report incidents of workplace violence through promoting a Just Culture. While St. Joseph's Lifecare will continue to support and encourage staff to report incidents of workplace violence, improvement initiatives this year will focus on mitigating incidents from occurring. For example, education related to Positive Approaches to Care (PAC) and Excellence in Resident Centred Care (ERCC) will be provided to front line staff. In addition, focused responsive behavior care plans will be created in collaboration with Behaviour Supports Ontario (BSO) for residents involved in incidents of (resident to staff) workplace violence. Responsive behaviour care plans will contain mitigation strategies that front line staff can use to prevent incidents from occurring while they provide care to the resident.

COLLABORATION AND INTEGRATION

Working with OHT Partners

St. Joseph's Lifecare Centre Brantford (SJLCB) is a signatory organization to the Brantford Brant Ontario Health Team (BBOHT), which as of March 2020 is categorized as "in development". In 2020-2021, the BBOHT is developing a collaborative quality improvement plan that is focused on the year 1 target population of mental health and addictions, as well as focusing on resident experience. SJLCB is participating in this collaborative QIP (resident experience), which will be reported regularly to the local OHT leadership structure and the Brantford Brant Ontario Health Team Joint Board (once formed) to ensure strategic alignment of organizations to meet a common objective. As SJLCB is submitting an independent QIP in 2020-2021, a notation been added to identify the indicators that are connected to the collaborative QIP. The BBOHT hopes to expand on the collaborative QIP in 2021-2022, potentially consolidating the number of independent QIPs developed across local partners.

*Please see the Brantford Brant Ontario Health Team (BBOHT) Briefing Note for more information about SLJC Collaboration and Integration and quality improvement activities BBOHT.

PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS

St. Joseph's Lifecare (SJLC) has both a Residents Council and Family Council. Residents and family members were engaged on a monthly basis throughout the development of the QIP. Feedback obtained through the residents and family councils was obtained and incorporated into the plan. Progress on QIP initiatives will be reported to the Councils quarterly and progress reports will be posted in the home for families and residents as well as staff to review.

SJLC has also invited a family member and resident to the front line Peer to Peer Quality Team. This team is responsible for performing quality audits, coaching staff regarding quality initiatives, and reporting outcomes of quality audits. The addition of the family member and resident has enabled the team to ensure that family and resident perspectives are heard and carried forward into quality improvement initiatives. The new members have enriched the activities and discussions of the front line Quality Team.

St. Joseph's Lifecare has an active family member participant who sits on the Quality Mission Ethics (QME) committee of the Board. This welcome addition, in spring of 2019, has enabled the QME committee to ensure that the voice of family members and residents is included in all discussion and decisions of the committee. The new member has added significant value to meaningful discussions.

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, entering our third consecutive year of focus. 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 continues to instill a culture of reporting related to workplace violence. The organization saw an increase of 20% in reported workplace violence in 2019 - surpassing our goal of 225 reports.

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, by implementing two care plans quarterly on the highest reported resident's to show support and confirm that staff do have a voice, which has been heard. Management continues to add face to face education sessions to support staff with knowledge from our external partners at Brant Alzheimer's Society.

Additional Education regarding safety and workplace violence can be found on our electronic learning management system and can easily be accessed by staff. SJLC provides education regarding workplace violence upon hire, at general orientation, and supports all staff to complete safety and workplace violence education annually (mandatory).

ALTERNATE LEVEL OF CARE

St Joseph's Lifecare Centre Brantford works collaboratively with our acute and post acute partners to ensure safe, effective and timely transitions for transfer to Long Term Care.

VIRTUAL CARE

We subscribe to OTN (Ontario Telehealth Network) which provides a platform for physician specialist consults. We continue to improve our IT and networking capability but have some challenges with interoperability of our current Electronic Medical Administration Record (EMAR) to capitalize on Virtual Care.

All care designed and delivered in the Brantford Brant OHT will follow a "Virtual Care-First" philosophy whereby digital health tools and enablers will always be considered for use in order to support the best possible patient/resident experience and outcome.

CONTACT INFORMATION

For any questions related to this quality improvement plan, please feel free to 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 on _____

Board Chair / Licensee or delegate

Administrator /Executive Director

Quality Committee Chair or delegate

Other leadership as appropriate
