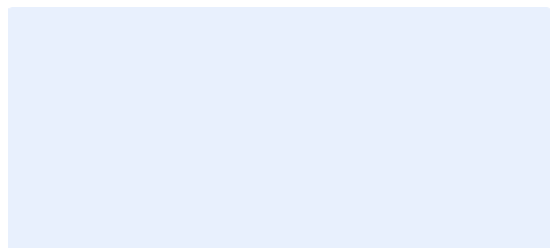


Let's Make Healthy
Change Happen.



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



3/31/2023

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

Billings Court Manor, an LTC home that is part of the Conmed Health Care Group, was built in 2004 with 160 beds and is fully accredited by Accreditation Canada. Billings Court Manor is located in Burlington, Ontario and proudly provide 24 hour resident centred care. We are committed to providing individualized care to our residents to meet their needs through our interdisciplinary approach. We focus on their needs, values and desires to ensure that Billings Court Manor is a place they can call home.

Reflections since your last QIP submission

Through 2022 there have been many changes as health care and the community try to learn and live with COVID 19. Billings Court Manor continued to follow and maintain COVID restrictions and guidelines while also returning to some normalcy within the home. Staff issues continue to be an area of concern with having consistent staff on the units to allow the residents to have continuing care. Agency staff is being used on a consistent basis and is placed in full-time lines to ensure the continued resident based care is provided.

Improvements that have been made since our last QIP submission include; Nexis stat box to improve our medication safety program that allows a greater control over our stat box and the medications. We have also implemented new policies as Conmed is now following Extendicare Assess Policies. With this change-over we have improved the type of assessments and the information that is gathered during the assessment to monitor and focus the staffs' attention on areas of concern.

Education has also returned to in person learning since the start of COVID and we are able to provide in house Gentle Persuasive Approach (GPA) training for our staff on a regular basis to enhance the experience that is provided to our residents. Staff were also able to attend a session by Teepa Snow to learn how to put a positive light on those living with dementia.

Billings Court Manor has been able to return some normalcy to the home via the return of community service providers through the recreation department such as in person entertaining, aromatherapy, pet therapy, music therapy, church services, etc. Allowing residents to gather outside of their cohorts has enabled them to develop friendships that were once broken or are new as they had to keep within cohorts. Allowing families to visit with no restrictions on numbers at one time have allowed families to gather again for celebrations such as birthdays, Christmas, and other special occasions.

Patient/client/resident engagement and partnering

Our quality improvement plan continues to be put into place with input from our residents, families, staff and internal and external providers. Information is shared and gathered through our Resident Council, Family Forums, Committee/staff meetings and Care Conferences to address how we can consciously improve the services that are being delivered at Billings Court Manor. Quality improvement is a multi-disciplinary approach as well as input from residents, families and outside providers. We have continued with a hybrid of virtual and in person meetings. We encourage in person meetings but when time or distance does not allow, we offer the virtual option to families and community partners.

Provider experience

Despite continued staffing challenges, we have been able to continue to provide a high level of care for our residents. While working with agency staff we have been able to retain consistent staff to fill open lines for registered staff and PSWs to maintain consistency on the floor to benefit the residents' continuous care. Staff moral at Billings Court continues to be an ongoing improvement; we continue to work with the staff offering them wellness days and staff appreciation initiatives at

various times throughout the year to help them focus on their well being both at home and at work.

Workplace Violence Prevention

At Billings Court Manor having a safe environment is our number one priority; all incidents of workplace violence and harassment follow a thorough investigation process. This happens not just between two co-workers but anyone who is in our building. All of our staff are thoroughly trained on how to report any incident and confidentiality is kept throughout the process. All incidents of workplace violence and harassment and the outcomes are shared at our monthly Joint Health and Safety meetings as well as our Professional Advisory and Quality Improvement Committee meetings. The policies are reviewed annually with the joint health and safety team as well by all employees and contracted staff. Staff are educated on methods to recognize potential violent situations and identify incidents of harassment and sexual harassment, to eliminate/control the risk of workplace violence, appropriate responses to incidents or potential incidents of violence, including how to summon assistance and the procedure for reporting, investigating, and documentation of incidents. Here at Billings Court Manor our workplace violence rate is very low as many of our investigations turn out to be workplace conflict. When an incident of workplace violence and harassment does occur in the workplace, interventions, support and assistance is given to all individuals involved.

Patient safety

At Billings Court Manor we conduct care conferences on admission, annually and as needed. During these conferences, all the members of our multi-disciplinary team including the doctor collaborate with the family to provide updates and develop the plan of care and safety for the next year. All medication incidents are reviewed by the director of care with our pharmacy partners monthly. Incidents are always reviewed with our medical director and community partners at our Quality Improvement and Professional Advisory Committee meetings. Families are informed of incidents when they occur and the interventions and follow up plan is shared. An annual medical safety data checklist is completed based on the previous year, which is provided to us by Institute for Safe Medication Practices (ISMP). Improvements are made based on the results of this survey. Billings Court Manor is part of a group of 100 trailblazing homes for Medication Safety through ISMP to strengthen medication safety in LTC homes. We are using different tools and attending workshops provided by ISMP professionals. Our team applies quality improvement tools and took a deep dive into medication safety finding paths for quality improvement.

Health equity

Billings Court Manor has a diverse group of residents. Residents range in age from 43- 102 and from all different races and backgrounds. We are proud to say that all our residents receive the same level of care within our building. We have staff members from different races and backgrounds that provide care to our residents and are able to make connections to the residents.

Our Recreation Department offers programs to meet cultural and spiritual needs. Calendars are developed based on the cultural needs of the residents. We also have community partners that can provide spiritual programming outside of our chaplain's practice.

Menu planning and resident choices are taken into consideration when implementing new menus that are also brought to residents' council for approval. Menus are also adjusted based on cultural and religious needs.

Translation devices are used by the staff to communicate with residents who can no longer speak English to allow us to provide person centered care. When admitting residents, when possible, we try to place residents of the same culture and

background in the same home area to allow and encourage social relationships to develop.

Contact information/designated lead

Heather Whitehall Admin
Sandeep Kaur ADOC

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 / Licensee or delegate Neil Simon _____ (signature)
Administrator /Executive Director Heather Whitehall _____ (signature)
Quality Committee Chair or delegate Grace Zhang _____ (signature)
Other leadership as appropriate Belinda Graye _____ (signature)