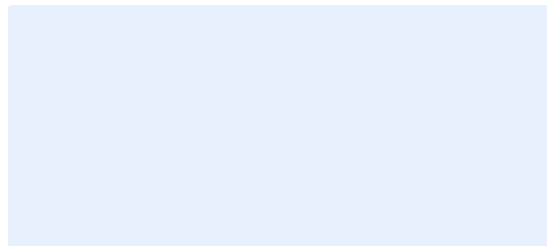


Let's Make Healthy
Change Happen.



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

Oakwood Park Lodge is an Accredited Long Term Care Home for 109 residents, with two of those beds allocated to Short Stay/Respite Care. Oakwood Park Lodge is part of the Conmed Health Care Group and is located in the city of Niagara Falls.

We believe in cultivating a circle of caring to nurture and support our residents. Oakwood Park Lodge strives to ensure that the resident and family are always at the forefront of any decisions that are made. We have a strong Resident Council and a growing Family Council. Many of the staff have been here long term and have built relationships with residents and families that are based on trust and respect. We honour our residents' wishes and choices as much as possible. At times this may require the use of our Ethical Framework to ensure that all options are considered and all opinions taken into account. The word "teamwork" is often heard in our halls as staff work together to ensure that the residents receive the best care possible.

Oakwood Park Lodge places a strong emphasis on Quality Improvement and continually looks for ways to improve the lives of our residents. Quality Improvement is entwined within our strategic plan.

Our goals and objectives for the year are to continue to strengthen and further develop our Quality Improvement Program; to ensure greater transparency with residents, families, and staff; and to find creative ways to further engage our younger population. As we proceed with our new build, in the near future, our goal is to engage our residents, families and community partners to voice their recommendations and ideas.

As well, we will continue to focus on decreasing the percentage of residents without a diagnosis of psychosis who are receiving antipsychotics in the coming year as well as work with our physicians and Nurse Practitioner to decrease the number of ED visits that are potentially preventable.

Reflections since your last QIP submission

Since the last submission of the Quality Improvement Plan, we have adopted Extencicare Assist policies. These policies have played an important role in the implementation of the Fixing Long Term Care Act within the Home in all departments, including activation, dietary and nursing.

We have continued to strengthen our Infection Prevention and Control Practices. With a designated IPAC lead, while we have still had challenges with infections and outbreaks related to the age of our Home, we have been able to control the spread of infection more effectively. We have had inspections by Public Health, the Ministry of Labour and the Ministry of Long Term Care with minimal to no areas of non compliance. We have had great success with our Vaccination Clinics for residents and staff for the Covid 19 vaccines and boosters as well as the seasonal flu vaccine.

In the area of Medication Safety, we implemented an Automated Dispensing Cabinet for our stat medications. This will provide greater accountability and tracking of the use of these medications.

To improve physician/nurse communications, we are currently implementing Secure Conversations and Physician Engagement through Pointclick Care, which ultimately will result in better outcomes for our residents.

To improve our resident's quality of life, we implemented Family/Resident Activity carts. These carts were designed to provide family and visitors with an opportunity to actively engage with the residents during their visits through games, cards and various other activities. Recently a "tuck shop" was started, providing opportunities for our residents to purchase comfort items/snacks at low cost. As well, the tuck shop will be run by the residents thus providing them further opportunities for meaningful engagement with other residents, staff and visitors. Monthly culture days were recently implemented to broaden resident and staff awareness of the various cultures that shape Oakwood Park Lodge.

Patient/client/resident engagement and partnering

Our Quality Improvement Plan, the indicators that we are working on and the initiatives to improve them are shared with our residents and families at Resident Council, Family Council and are posted on our Quality Improvement Board. We conduct resident and family satisfaction surveys annually to seek formal feedback on the quality of care provided at the Home. We utilize this information to facilitate changes that benefit our residents and their families. Town hall meetings are also used to reach a broader group of families/loved ones. We continue to utilize a family email group to share information and encourage communication. Our goal is to have residents and family members/loved ones feel heard and involved in all aspects of life at Oakwood Park Lodge.

Provider experience

Although the pandemic has left its mark on the Oakwood Park Lodge team, the team is stronger. The courage, dedication and commitment of our staff has been moving and noted by corporate, management, residents, and families alike. As we enter the third year of this pandemic, we are definitely ready for the "new normal".

As we settle into this new normal, we will be seeing some of our partnerships fade (with agencies and the NHS), while others strengthen (Huntington's Society, MS Society for example). The support staff - which includes the Physiotherapist/Physiotherapy Aides, the Registered Dietitian, the Social Service Worker, BSO and SMHO teams, the Attending Physicians, the Respiratory Therapist - are an important part of our team.

We will continue to provide staff appreciation and recognition as staff go above and beyond in their care of our residents and families.

Managers will continue to support staff through the processes and will strive to maintain an open-door policy.

Workplace Violence Prevention

Oakwood Park Lodge strives to ensure that our workplace remains safe and secure for our staff. We have a strong Health and Safety Committee, complete monthly inspections of the Home and complete an annual Risk Assessment. Staff complete annual education on our online learning platform. Over the past year, we have had to implement a safety plan for our staff related to a resident's behaviours. While this has been a challenge, we have had the support of our Corporate Team as well as many community partners. We also provided education to staff specific to this situation.

Patient safety

To support quality improvement in relation to resident safety and to support a safe and just culture, the Home gathers information from medication incidents, falls, pain, skin and wound, responsive behaviours, continence, restraints, and hypoglycemia/the use of Glucagon. This information is shared with residents, families, and staff on the Quality Improvement board and with the multidisciplinary team at staff meetings and Professional Advisory Meetings.

We have an active Safe Resident Handling Committee that ensures that residents are assessed, and processes are in place to ensure resident safety during the provision of assistance with mobility.

We proactively complete drills of our emergency codes to ensure that both staff and residents are familiar with various situations that may affect the safety of the residents. Through debriefing after these drills, staff are informed of areas they did well and areas they could improve.

The Home reviews and analyzes each resident incident or near miss and takes the lessons learned to the staff at monthly meetings and to the residents and families through Resident Council and Family Council meetings. The goal is to create a culture where everyone who enters the Home feels comfortable to report any concerns in an effort of not placing blame but as a way to improve the system so that further incidents are avoided.

Health equity

Oakwood Park Lodge is very diverse in race, religious beliefs, and sexuality. While all our residents are treated with respect and dignity, we realize that this has not always been the case for many of them. The diversity of our staff reflects positively in the care of our residents.

We have recently started cultural awareness days - with the focus being on a different culture. For an example, for the Indian culture we will have food, drink and dance related to India.

We have a significant number of residents that are younger and this presents a challenge with engaging these residents in meaningful activities. We will continue to work with community partners such as Brain Injury, especially with our goal being a specialized unit designed for the younger population in our new building.

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 Steve Moran _____ (signature)

Quality Committee Chair or delegate Grace Zhang _____ (signature)

Other leadership as appropriate Belinda Graye _____ (signature)