

Let's Make Healthy
Change Happen.



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



VALLEY PARK LODGE
A DIVISION OF CONMED HEALTH CARE GROUP

4/2/2024

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

Valley Park Lodge is a 65 bed long term care home which is one of the homes owned by Conmed Health Care Group Inc. We currently have beds for 47 residents as per the directive of decreasing ward beds. Quality improvement is in the forefront of our home and as we look for ways to improve our services we involve the residents, families, and staff. This past year we were part of the new Accreditation Canada process, which is also a tool we utilize as part of our quality improvement and is in line with the Conmed corporate strategic plan. We continue to improve our quality programs through the Accreditation process.

This year we have continued to meet the new Fixing Long Term Care Act and Regulation of 2022. We have also been part of the new RNAO and Ministry collaboration to standardize the admission processes through the platform of Point Click Care (PCC). Valley Park Lodge is very pleased with this new collaboration as it is inline with the new Fixing Long Term Care Regulations. We have just completed the Admission process and in May will be starting the standardized process for Pain and Palliation. We have also met the standards as set out in the Long Term Care Service Accountability Agreement (L-SAA) of 2023-2024. The LHIN L-SAA for 2024-2025 has been signed for the coming year.

Our collaborative community partners have been a great source of support for our management team and residents. Working with BSO this year has made a very positive impact with the residents. All of our community partners, such as Public Health, CareRx Pharmacy, Sunshine Housekeeping and Laundry services, Life Labs, Niagara College, and others have helped us so we could continue providing the best possible care to our residents. This year we have had some positive outcomes in our QIP and also areas we are continuing to work on to improve our outcomes. Our success can be attributed to our management, staff, residents, families, and partners who have all worked together to support our Quality Improvement Practices.

Access and Flow

Valley Park Lodge works with the LHIN and community partners to aid in the flow of residents/clients into our home. We have maintained our bed occupancy at over 97% and fill beds as quickly as possible. During this year we have advised and educated families and the Resident Council regarding Emergency Department over crowding, and the benefits to staying in our home when it is possible. We work closely with our physicians to not send people to hospital unless we are not able to manage the situation in our home. Valley Park Lodge also utilizes the community NP on occasion as another source in order to keep residents from going to hospital. It is unfortunate the NP program resource is not available on weekends or after hours. Valley Park Lodge utilizes the additional resources such as the portable Xray, U/S, and Lab work. The expansion of the U/S this year has been very beneficial and we hope this resource will continue to be available to Long Term Care.

Valley Park Lodge last year had 22.0 ED visits and this year we decreased our number to 17.54 ED visits. We didn't meet our goal, but the strategies we used did help us decrease our number of ED visits. We have set our goal for 12.0 ED visits for this year.

Equity and Indigenous Health

Valley Park Lodge is really pleased to say our Strategic Plan supports Person-Centered Care which focuses on each person's individuality. We promote each person for who they are, their needs physically, spiritually, mentally, and emotionally. It doesn't matter what our resident's background, ethnicity, sexual orientation, language, we will accommodate them and follow the Resident's Bill of Rights. We work with community partners to learn and to be responsive to the needs of our residents. All senior managers have had training focused on Equity and Diversity.

This fall, 2024, our goal is to provide educational modules for our staff relating to Equity and Diversity.

In the last year, Valley Park Lodge has not received Indigenous applications and only a couple Francophone admissions. Our home applications are mainly Italian clients and English speaking. We have staff from many cultural backgrounds and can provide many languages to assist our residents. Our management and staff work with all families and residents to create a personalized care plan to meet the needs of each person. Our goals are for resident safety, and quality of life.

Our very active Resident Council with the assistance of our recreation and program department enjoy promoting and celebrating different cultures and holidays.

Patient/client/resident experience

We are proud of Valley Park Lodge and everything we do for the residents. We have a strong Resident Council and they lead many of the events, and clearly make decisions related to resident activities. The Resident Council President will bring forward concerns to the management which are addressed. The feedback is always valued and the Council is consulted on decisions that affect the residents home.

The President and another resident is always part of our Resident Safety and Quality Committee. We review the QIP with them and listen to their suggestions. We value their perspective and insight of how the home is functioning.

At the time of the survey we had just experienced an influx of several new residents. They were happy with the way staff listen to them and are getting to know them, however, they were not sure if they could "express their opinion without fear of consequences". Some residents had come from the hospital or other facilities and their experiences previous played a part in how they answered the question, therefore, our number was low. Our goal this coming year is to work on the admission process so our residents are more comfortable quickly.

Steps we are taking to help with this are: 1) we are taking part in the new RNAO/Ministry collaborative Admission process on PCC. This has involved many hours of training for the staff and a change in thinking for everyone. The family and resident are very involved in this whole process so we are confident that this will help with the admission perspective and residents/families will feel safe to express their opinions. 2) Through our pharmacy we have started the Boomr program where the resident's medications are reviewed and reconciled by the pharmacy, their current physician, and our physician the day before admission so we are able to have everything ready. It also frees up the nurses as the medication reconciliation is already completed and the nurse can spend more time with the family.

We believe that with these interventions on admission we will have better results next year in our resident satisfaction survey.

Provider experience

Valley Park Lodge is very fortunate to have a great team of managers and employees who have longevity at our facility. Our home is small and has a warm friendly home like atmosphere and people enjoy working here.

It is rare for us to use agency to fill a shift. If we do it's due to a last minute call in for Registered staff only as we have adequate PSW's.

Through different educational schools and organizations we have been able to hire employees as required.

Valley Park Lodge has participated in and is a sponsoring Organization for the Supervised Practice Experience. Through this we have been able to hire registered staff and have helped several people to move forward in their careers.

Our home has been involved with co-op programs and have been able to hire students after they completed their courses.

We have contracts with the different colleges for PSW, and RPN's where we receive many applications for positions.

Through our Corporate Office we can post for positions through Indeed. Also, our Corporate HR participate in Job Fairs and Career Days at the local college.

Safety

Patient safety is in the fore front of Valley Park Lodge! Our safety culture is created with the involvement of all staff departments, families, and residents. We are achieving this through standardized documentation, utilizing our risk management, education, and communication.

Documentation: Our home has adopted the new RNAO admission assessment in PCC which provides us with a good understanding of the resident's when they are admitted. Prior to this we were using standardized assessments on admission, and quarterly which include, Falls risk, Delirium, Pain, Mental Health, and Physical Health. The assessments and documentation through PCC are passed on from shift to shift through our shift reports. We also utilize the PCC Risk Management where we document incidents, assess the causes, and develop interventions.

Learning/Education: Our staff participate in Surge education courses relating to safety, such as IPAC, Falls, Safe Resident Handling/Lift training, Fire safety as a few examples. We also provide training and education for families regarding, Hand Hygiene, PPE's, and other IPAC information. The management also provide hands on education in our home through additional education such as GPA, Donning and Doffing PPE, Fire Drills, Dietary processes, Orientation for all new staff, and Medication management for registered nurses.

Engaging Staff: Twice a month we hold Communication & Safety Rounds meetings which include representatives from each department along with managers. Everyone is able to participate to bring forward concerns, we discuss changes or suggestions to solve problems/concerns and how it will improve the quality for residents individually and/or collectively. Our staff follow up with interdisciplinary participation for different committees including PAC, Resident Safety & QIP, Falls, Infection Control, Behaviour Support, Palliation & Pain, Medication Safety & Management.

Residents, Family & Friend Engagement: We have a strong Resident Council who provide advice relating to topics of interest and concern. Most topics relate to Health & Safety, Quality of Life, and what they would like for activities. Residents and families are invited to attend our Resident Safety & QIP committee meetings. Their input is beneficial.

We are very focused on providing a culture of safety and wellbeing for our residents and staff here at Valley Park Lodge.

Population Health Approach

Valley Park Lodge is very conscience of health activity in the local community. We receive daily updates from our Public Health and relay information to managers, staff and residents when it may affect them. We have been supporters and advocates of our residents and staff to stay safe and stay well by promoting vaccination regimes. Many of our residents have received 5-6 Covid boosters. During our admission process we receive vaccination information from families and the resident's health care provider regarding all vaccinations for our records.

Valley Park Lodge has a robust Health and Safety Committee and promote a safe work environment. Our Emergency Preparedness is reviewed annually. Audits for each department are completed as per policy for safety, cleanliness, environmental monitoring which includes, heat, humidity, water, food, and pathogen transmission. Public Health come in on a regular basis to audit our home. We have been compliant.

We follow our Public Health and the Ministry Directives to promote a healthy environment for all those working, living, and visiting our facility.

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 Cindy Harbridge _____ (signature)
Quality Committee Chair or delegate Grace Zhang _____ (signature)
Other leadership as appropriate Belinda Graye _____ (signature)