

Let's Make Healthy
Change Happen.



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



CRESCENT 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

Crescent Park Lodge is a long term care home located in Fort Erie. We are comprised of 52 beds for long stay admission and 2 beds for short stay admissions. We have a well rounded interdisciplinary team that is able to meet the every day needs of our residents, including dietician and social service worker. We have access to external community partners/ resources that can be consulted on an as needed basis including Behavioural Supports Ontario, Seniors Mental Health Outreach and Psychogeriatric Resource Consultant. We pride ourselves on providing person centered care and uphold honesty, integrity, confidentiality, ethics and workplace safety. Our main focus is to provide a homelike environment for our residents and their families and provide a harmonious workplace for our staff.

Our greatest achievement over the past year was the amount of time and dedication that we put into our accreditation preparation which resulted in being accredited with exemplary standing.

Historically, we have been able to develop and maintain a community-minded framework within our Long Term Care home for all aspects of our activities and interactions. We have accomplished this by using our multi-disciplinary approach to care and through educating residents/family members and staff from the point of admission or hiring about the importance of expressing their opinion and that all have a valued role in contributing to personalized care, as we are all members of the same team; "a community". Our interactions (staff, resident and family members) and shared experiences has only served to strengthen this bond.

Access and Flow

We have three physicians who practice at Crescent Park Lodge. They are on site, at least once every two weeks. They are available to contact via telephone 24hrs/day to ensure that all resident needs are able to be addressed in a timely manner. We have frequent communication with the Nurse Practitioner from the NLOT team who is available to provide education for our nursing team at Crescent Park Lodge to ensure that skills and competencies are up to date so that we can manage as much in house as possible. We collaborate with pharmacy to provide access to IV medications, fluids and related equipment, and hypodermoclysis supplies as deemed necessary by the attending physician to allow for avoidance of ER transfer when possible. Our main focus is a proactive approach in terms of assessment and treatment plan/care.

Hospital transfers are tracked and reviewed quarterly from an interdisciplinary perspective to identify trends of unnecessary transfers in order to mitigate future avoidable transfers.

We have weekly interdisciplinary quality and safety rounds which highlight safety concerns. Our top three focuses this past year has been revieing of behaviours and interventions to support escalating mental health exacerbation. We also have been putting a focus on choking risks and assessment of appropriate diet textures to meet the needs of our residents. Our other main focus is falls and prophylactic safety interventions to mitigate risk of injury associated with falls.

All MDS quality indicators are quantified through our quarterly RAIMDS assessment program. There are six key indicators that are areas of focus for analysis and discussion at our quarterly CQI and PAC meetings. We are pleased to report that we have had great success in achieving most of our Quality Indicator goals for 2023/24. Out of a total of six key quality indicators, data indicates improvement in four areas including antipsychotic medications, mood indicators, pressure injuries and restraints. We would still like to improve in the

areas of falls and pain. Although the data comparison for 2022 and 2023 indicates that improvement is needed, the trend for the final two quarters of 2023 indicates improvement.

We look forward to even further improvement over 2024/25.

Equity and Indigenous Health

We have established a relationship with our community native center. Historically we have reached out to collaborate with them to meet the cultural and spiritual needs of our resident and arranged for a smudging ceremony on site. Going forward we continue to have access to this community partner should another resident need arise.

We currently have a very diverse staff population which serve as a great resource and source of inclusion. We pride ourselves on fostering a working relationship based on mutual respect both with our residents and our staff.

Patient/client/resident experience

We actively seek resident and family input in all aspects of resident life at Crescent Park Lodge from day of admission and moving forward. We provide residents and family with the opportunity to provide input/feedback via our interdisciplinary care conferences which are held six weeks post admission and annually as well as through our satisfaction surveys which are always available to access. These are reinforced with residents and family at our care conferences and throughout the year. We currently have an active family council which meets quarterly. We involve residents and family in our quarterly CQI meetings to review statistics and seek input/feedback into life at CPL. We hold monthly resident council and food meetings which encourages residents to provide input more often which produces active change to accommodate their needs and requests.

We are pleased to share that resident and family feedback regarding care and accommodations has been highly positive. At care conferences, residents and family members are given the opportunity to share what they are most satisfied with about their care as well as what they are least satisfied with. The majority of our responses have been highly complimentary about our caregivers and the care provided and accommodations in general.

Any responses indicating improvement may be needed are acted upon immediately with documented and timely follow up with those individuals.

Our positive feedback from residents and family members is also evident in our satisfaction survey results where 96.3% of our residents have indicated that they feel they are listened to while 98.15% feel they can express themselves without fear of consequences.

We look forward to the upcoming year where through the our "Resident First" focus provided by the our recently adapted RNAO Clinical Pathway initiative, we will successfully achieve our goal of 100% favorable responses from our residents and family members.

Provider experience

At Crescent Park Lodge we continue to face challenges like so many other health care facilities, especially in regards to recruitment, which is impacted by location. We are actively recruiting through online hiring platform. We have recently adopted and increased wage grid to be more competitive and provide incentive when hiring, as well as a retention strategy. This past year we celebrated our 50th anniversary with a staff and resident appreciation week. We have conducted various staff focused appreciation events over the year and will continue to do so in the upcoming year.

We have a strong relationship with agencies for staffing which prevent us from working short and in turn staff burnout.

Safety

Our resident safety is tracked using our risk management system. This includes falls, behavioural incidents, physical incidents, choking, medication safety. These

incidents are reviewed by our director of care, and statistics are shared with the medical director, resident representative and family representative at CQI meetings, resident council, staff meeting, and weekly quality and safety rounds. The goals of these discussions are to identify trends and work together with a common goal of risk minimization. We have put a large focus on staff education in the realm of Safe Resident Handling and Gentle Persuasive Approach to also assist with a decrease in incidents and an overall improvement in safety for residents and staff.

Our most frequently reported areas of concern include incidents of falls, followed by choking and resident initiated physical aggression.

With the support of community partners, newly implemented policies and discussions at daily nursing meetings and weekly interdisciplinary meetings, our team is well equipped identify the root cause of most incidents and thus develop action plans for prevention.

Population Health Approach

At Crescent Park Lodge we collaborate with multiple external community partners to enhance the quality of life of our residents. These include Behavioural Supports Ontario, Senior Mental Health Outreach, Psychiatry, Nurse Led Outreach Team, Psychogeriatric Resource Consultant, Physio, and Palliative Pain Consultant. We look forward to the implementation of a new monthly Responsive Behaviour Meeting plan to be lead by our Psychogeriatric Resource Consultant, in conjunction with our Seniors' Mental Health Outreach Case Manager as well as our Behavioural Supports Ontario team members. This was developed in collaboration with our facility nursing team and our community mental health resource partners. Our goal is to improve and broaden staff awareness and strengthen confidence when planning and carrying out individualized responsive behaviour management strategies through troubleshooting, discussion and action planning together.

Contact information/designated lead

Ray Johnson Administrator
4 Hagey Avenue
905 871 8330 Ext 2
rjohnson@conmedhealth.com

Carole Jukosky Senior Administrator
6 Hagey Avenue
905 994 0224 Ext 201
carolej@conmedhealth.com

Lisa Huffman
4 Hagey Avenue
905 994 0224 Ext 3
lhuffman@conmedhealth.com

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

