

Continuous Quality
Improvement Initiative Report
2022-2023

Northview Nursing Home

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Overview

Northview Nursing Home is a 48 bed long term care home and is part of the Conmed Health Care Group. It is a fully accredited home with Accreditation Canada. Northview is located in Northeastern Ontario in the town of Englehart. We provide one of our beds as Respite Care which further enhances the services provided to our community. We are a smaller home, allowing us to provide Resident centred care with input from our interdisciplinary team and further allowing for the provision of individualized care for each Resident based on their unique needs , wishes and values.

Our Mission, Vision and Values are reviewed annually by the Residents, Families and partners and updated or accepted as written.

Annually as well, Northview develops and implements a Quality Improvement Plan that are aligned with the Health Quality Ontario with respect to the key areas of improvement specific to Long Term Care for the 2022-2023 year in collaboration with the Residents, Families and community partners. The QIP for the 2022-2023 year identified the key indicators for improvement as:

- Reduce the number of potentially avoidable visits to the Emergency department
- Monitoring for improvement of "how well staff listen to the Resident
- Monitoring satisfaction and implementing improvements of ratings of "I can express my opinion with out fear of consequences
- Review and reduce the percentage of residents on antipsychotic medications without a diagnosis to support the use

The QIP plan is reviewed on a regular basis with Residents, families and care providers to ensure that we are meeting or exceeding our goals to improve quality of care and service and implement any changes required to improve our successes.

Performance Monitoring

There are several processes that are used at Northview to measure our successes and measure our program effectiveness .

These processes include:

- Performance indicators tracked within the home
- Priority indicators outlined in the Annual Quality Improvement Plan
- Benchmarking indicators with our sector, provincially and municipally within our LHIN as well as corporately
- Quarterly CQI Meetings
- Resident and Family Satisfaction Surveys
- Monthly input from the Resident Council Minutes

Communication Strategy

Communication is imperative to ensure that all input is utilized to improve the quality of care and improvement plan of the Home as well as monitoring our successes and improvements. There are many tools used to ensure ongoing engagement and sharing of quality improvement status such as emails, mail outs, robo calls, Resident Council, department meetings, care conference and postings. Input is welcomed from all of our partners within the Home to improve the quality of care on a day to day basis as well.

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Quality Improvement Initiative 2022-2023

Northview Nursing Home implemented the following quality improvement initiative for 2022 based on areas identified for continuous quality improvement:

- Welbi documentation system for the Recreation Department to be able to see attendance and participation and review and revise programs to meet the Residents needs
- Ongoing monitoring of CIHI's key indicators to ensure that we are within the provincial benchmarks and outcomes
- Participation in ISMP for Medication Safety and monitoring
- Ongoing Restraint reduction review via education and review of usage within the Home. Reduction was also achieved by implementing trialling of alternative interventions to promote Resident Safety
- Air conditioners purchased and installed during warm months for all Resident rooms
- 2 new adaptable electric beds for regular or bariatric use purchased
- Auditing as well as liaising with consultant pharmacist and physician to ensure that diagnosis are accurate including access to pre-admission history that may not have been included at admission with respect to antipsychotic medication prescriptions and supporting diagnosis for use
- Introduction of new online hand hygiene audit and ongoing PPE inventory management for easy education and monitoring of stats and identifying areas requiring improvement eg. education
- Ongoing collaboration and participation in Health Hub meetings and education session with Public Health Unit to support and enhance IPAC practices for all staff and residents and maintain relationships with our Local Community Care partners experiencing any Infection Control Issues specific to our locale
- Ongoing review of staffing levels specific to front line staff to ensure the Residents receive the optimum level of care
- Participation in annual reviews with MLTC, Public Health, Corporate etc.

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Looking Ahead: Priorities for 2023-2024

- Ensure staffing levels meet the requirements by quarter 4
- Building and Environment- Enhance resident's environment with new diningroom and lounge furniture purchased . Roofing replacement on section of roof requiring repair to ensure building integrity has been completed. Third floor empty spaces have been repurposed for more office space with windows
- Further provide staff initiative to promote wellness and appreciation
- Change of internet provider to improve online access for both Residents and staff with WiFi access for improved communication capabilities due to our rurality
- GPA training for all staff to ensure that a Gentle Persuasive approach provides the skills to assist Residents in understanding their environment and reactions to stimuli. Northview has one manager and one frontline PSW trained as coaches to provide education and training on an annual and ongoing basis
- Participation in RNAO Gap Analysis - Q4 to prepare for full implementation of program
- New equipment purchased for Dietary servery to enhance food service
- Dietary in collaboration with Resident Council meet regularly to review menu choices and adapt to ensure that it is geared to current Resident choices and seasonally adapted to include foods with optimum nutritional value during specific season. ie. Warm weather dining includes outdoor barbecues on a regular basis

Home Quality Lead Contact Information

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Continuous Quality Improvement

Priority Areas for Quality Improvement

New legislation was put into place in 2022 by the Ministry of Long Term Care in partnership with the Fixing Long Term Care Act implemented by the Ontario Government. This new legislation provided a focus to implement initiatives whereby we could further improve Resident Care , include greater involvement of Residents and Families in the process with input into initiatives to the provision of care provided by the Home and be able to review and evaluate and identify areas for improvement on an ongoing basis.