

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 28, 2025



OVERVIEW

Northview Nursing Home is a licensed and accredited Long Term Care Home with 48 beds located in the Town of Englehart, a small Northeastern Ontario Town. We offer one of our beds as an approved short stay/respite bed to support our community. With the changes resulting from directives, striving to be in compliance with the Fixing Long Term Care Act and the age of our home, we have been reduced to 33 beds available for occupancy eliminating our 3 and 4 bed ward accommodations.

At Northview our focus is to provide the highest quality of care to our Residents through transparency and inclusion provided through Person and Family Centered Care principles and best practice guidelines.

Working with the RNAO in the implementation of Best Practice Guidelines has enhanced our practices using Clinical pathways to provide inclusive, comprehensive and collaborative plans of care for all participants in the planning and implementation.

We remain committed to continuous quality improvement and consistently work together to review our practices and strengthen our services.

We continue to work as care partners in our area and with the support of the Family Health Team, remain committed to preventing avoidable ER visits as evidenced in very minimal transfers this past year.

Antipsychotics use has reduced minimally related to the number of inhouse residents at present with Mental Health issues but lacking a definitive diagnosis.

Falls still remain a focus however our falls with injury have been minimal with current interventions. Falls Best Practice guidelines have assisted in minimizing the number of falls, with ongoing interdisciplinary review, post falls huddles, Resident/Family

education and will remain one of our quality improvement focus to encourage independence while supporting safety. Currently we are adopting the Palliative/EOL Best Practice Guidelines to further enhance our Palliative Care Program emphasizing a holistic approach to care that incorporates the person's individuality and preferences and that recognizes the person and family as the unit of care.

ACCESS AND FLOW

At Northview we endeavour to ensure that our Residents receive quality care in the right place at the right time in order to support positive health outcomes and to enhance Resident Centred quality experiences. We work closely with all of our Care Partners both internal and external to monitor accessibility and transitions in care to ultimately achieve smooth transitions between care providers. The monitoring of these processes for our Residents and potential residents are the result of increased demand on services in our area from an aging population; increased staffing challenges; increased Residents with complex needs and increased mental health and complex dementia care needs. This is achieved through partnerships with health system partners such as long term care homes, regional IPAC Hub, Ontario Health teams and other regulatory authorities. We are able to work with Ontario Health North Hub Temiskaming to advocate for affordable non-urgent transport for our Residents to be able to access necessary referrals and treatments in our larger urban care facilities which is an issue for all of our Long Term Care Homes and seniors in the community without resources in our area to attend the appointments. Working collaboratively with our local Family Health Team and Hospital, we have been able to reduce unnecessary ED visits significantly. Our success with this specific QIP required collaboration with multiple partners including Ontario Health at Home, BSO supports, Resident Council, and various other vendors/service providers. These partnerships facilitate residents' access to a variety of health care providers including dentists, respiratory therapists, physiotherapists, dietitians and geriatric specialists as required.

EQUITY AND INDIGENOUS HEALTH

Our Residents, their families and our team members present with a variety of cultural and religious beliefs. Our interdisciplinary team provides opportunities for all of our Residents to exercise their beliefs, rituals and practices to align not only with the Residents Bill of Rights but also with the Fixing Long-term Care Act, 2021. We aim to ensure an all inclusive environment through the provision of education for all Residents, Family and Staff on equity, diversity, inclusion and belonging as well as anti-racism. Northview continues to build relationships in our community to be able to deliver and meet the diverse population's health care needs. We continue to work together to reinforce health equity and looking at ways to enhance quality across our organization while maintaining culturally, physically and psychologically safe care. Our Home's population largely consists of English speaking persons with some French speaking Residents. We also work closely with our local Indigenous partners in developing relationships founded on respect, accountability and open communication to meet our Residents' varying needs and cultural supports.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Our team is committed to enhancing our Resident experience by aligning all priorities with the voice of the people we serve. Annually we complete a Resident/Family Survey and analyze the information shared and set action plans based on these response in collaboration with the Residents, Families and Friends. One change implemented from feedback received from last years online survey was to separate the Resident/Family Survey into two separate surveys- one specific to Residents and one Specific to Families. We include questions in our interdisciplinary care conferences for participants to offer suggestions and identify the positives as well. "Do you feel heard and listened to and do you feel you can report concerns without reprisals have been added to the Resident Council Meeting agenda as well. This allows discussion of timely problem solving interventions together to immediately implement any changes required. Residents and Families are invited to participate as a member of our Quality Improvement Committee and have also been assisting with review and positive changes to the day to day operations of our Home.

PROVIDER EXPERIENCE

Northview is part of the Conmed Healthcare Group of Homes in which there are many opportunities to engage with staff and leadership in sharing quality improvement goals, benchmarking and commitments. This is achieved using experiences of our other homes sharing best practices, annual quality and strategic planning respecting both corporate and individual home priorities.

Maintaining a healthy workforce, recruitment and retaining staff is essential to the continuity of high quality services and organizational growth. Our Home fosters workplace initiatives including encouraging continued professional development, effective communication and barrier free communication for collegial relationships amongst front line Team Members and managers. Every voice matters

Review of employee satisfaction surveys provides opportunities to consistently address identified areas for improvement with input from all departments and designations of employees.

SAFETY

Despite the best efforts of healthcare professionals, adverse events sometimes happen in healthcare settings. Our philosophy of care supports transparency to all parties that are involved in the incident. We track, document and review trends of Resident Adverse Events so that we can apply lessons learned from these events and minimize the risk of reoccurrence. Essential to this, is creating an environment where all employees, residents and families feel that they can speak up and report issues, concerns and mistakes and work collaboratively to developing a resolution.

Despite challenges with Health Human Resources, Northview has continued to focus on quality improvement efforts and moving forward.

Implementation of RNAO Clinical Pathways has brought major improvements to our Resident Centred Care approach with a variety of information gathering tools and assessments utilizing best practices. It has also further enhanced our partnering with Residents, families, interdisciplinary teams and community partners in bringing together a more holistic approach to care.

Monthly visits with our Consultant Pharmacist and quarterly medication review provides education and ongoing medication management issues. We are able to use the BoomRx program prior to Resident admission that provides a pharmacist and Attending physicians to gather information, confirm current medication list by comparison with regular pharmacy and list provided by Ontario Health at Home and Primary Care sign off prior to admission to the Home to expedite the admission process and ensure the Best Possible Medication History and Review.

We continue to create an environment that is free of violence for Residents, Families, volunteers, visitors, Medical Professionals and staff

Safety initiatives and focus can be found throughout our Conmed Corporate group of Homes beginning with the Strategic plan, at the centre of our quality improvement and evident in all processes enabled through the Continuous quality Improvement culture.

PALLIATIVE CARE

To further enhance our Palliative Care Program, we are implementing the RNAO Best Practice Guidelines for Palliative Care.

This provides evidence-based recommendations for the interdisciplinary care team who care for adults experiencing the last 12 months of a progressive life-limiting illness along with their families and caregivers. The goals are to improve delivery of psychosocial, spiritual and culturally safe care and enhance co-ordination of care through interprofessional care planning and delivery.

We will begin the conversation at admission and provide Advance Care Planning Workbook for Residents and families to assist with the discussion and ensuring that wishes and quality of life discussions take place.

Education and support will be provided for staff to assist with care giving decisions and end of life care for caregivers that have provided the care to the Resident and family.

Our Team works with the Timiskaming hospice /palliative care committee to increase awareness of community resources and to be able to provide a coordinated approach to the community as well.

Standardized order sets will be reviewed to prevent errors and provide seamless care pathways from acute care to longterm care if required.

The Hospice Palliative Care committee also provides us with A Caregiver's guide - A handbook about End of Life Care booklet in both English and French to give to Families/Caregivers to educate them on Physiological changes as well as bereavement support and understanding.

POPULATION HEALTH MANAGEMENT

Northview is an active member of various community groups in our community, the Timiskaming and Northeast Regions. We are active members of the Ontario Health North East LTC Network. This forum is for all LTC providers to be able to identify common issues, problem solve and have a voice for funding opportunities with a provincial entity on issues specific to our geographical area. The DOC's of the Northern Region meet via Teams lead by RNAO for Networking meetings. Agenda topics can be requested and allows for discussion and trouble shooting as well as sharing between Homes.

Working closely with our local care partners encourages a community perspective and approach to Health Care Services in our area and prevents duplication of services.

Care partnering groups we actively participate in are Temiskaming Hospice Palliative Care Committee, Ethic Hub Committee, Infection Prevention and Control Hub, Englehart and Family Health Team board. These committees include membership from Hospitals, CMHA, Family Health Teams, Ontario Health North Representatives, EMS and Home Care . This allows are care providers in our geographical area to have a voice in the provision of care and challenges in our area. We work collaboratively throughout our region to address the needs of our community including advocacy to Ontario Health North. Working closely with our local care partners encourages a community perspective and approach to Health Care Services in our area.

CONTACT INFORMATION/DESIGNATED LEAD

Tracey Gemmill/RN/Administrator/DOC

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 on
March 28, 2025

Neil Simon, Board Chair / Licensee or delegate

Tracey Gemmill, Administrator /Executive Director

Grace Zhang, Quality Committee Chair or delegate

Belinda Graye, Other leadership as appropriate
