Ontario Health

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

June 29, 2022

OVERVIEW

Delhi long term care is a home to 60 residents in the heart of the rural town of Delhi Ontario where we have been providing service for over 50 years. The home is licensed for 60 residents, but currently due to the restrictions in place for C class homes, we currently providing long term care services to 44 residents. We have a strong focus towards quality improvement that aligns with our organizations mission, vision, and values. We strive to embrace quality and to collaborate with our partners to ensure optimal services for our residents, families and our staff team. As evidence of our commitment to quality Delhi Long term care was awarded Accreditation with Commendation, through an Accreditation Survey conducted by Accreditation Canada in May 2022.

Delhi Long term care has been managed by peopleCare communities since 2011. peopleCare has been awarded one of Canada's Best Managed Companies since 2013, and are currently accreditated with Exemplary status through Accreditation Canada. Delhi Long term Care has embraced their core values focussed on people, professionalism, integrity, growth, and excellence, and were thankful to their support and leadership and collaboration that this partnership offers us as a small stand alone family owned home.

Through the past 2 years of the covid pandemic Delhi Long term care is so proud of their values based decision making and the positive impact that this has had in their covid response for their residents, staff and families. Through this time we pivoted quickly as a leadership team supported by the peopleCare Communities team into incident command where our focus was safety and support to our residents staff and families. We are grateful to be able to now support a shift back to our Quality improvement agenda in developing plans to support enhanced experience and QOL for our residents, and families, and Recovering Strong for our staff. This is the primary focus of our Quality Improvement Action plan for this year, along with our goal of shifting our culture, and philosophy of care by adopting a palliative care philosophy for all care and services.

DATA REVIEW PROCESS: We began the development of our Quality Plan with a throrough review of all of clinical data, IPAC data, as well as our Resident, Family and Staff Survey data from 2021, and Q1 2022 with our Quality Committee, Resident, and Family Councils, and our staff team including Health, Safety and Wellness Committee. Through this review, as well guided by our organizations Balanced Score Card, and the new Resident Rights through the updated Act and Regulations we were able to determine the KPI's we will be monitorring and developing quality improvement plans to improve over the next 18 months. We have examined the key priority indicators from Ontario Health and continue to review and benchmark our indicators with homes in our organization and across the province.

PRIORITY AREAS FOR QUALITY IMPROVEMENT: In order to support forward movement towards our goals set in our QIP, as well as support our recovery post pandemic we have made a decision to focus on the key areas of resident QOL and satisfaction for this years QIP. In order to develop the change ideas and initiatives we engaged our front line team, and partners to support setting

achievable targets for our QIPs and to meet and exceed our goals for increased resident satisfaction. Our action plan includes our commitment to supporting our front line through our Recovering Strong initiative, a corporate QIP commitment towards palliative care approach for all care and services and working with our resident and families to improve QOL in the home through intitiatives they have requested through their feedback in the QOL survey conducted annually.

PROCESS TO MONITOR & MEASURE PROGRESS: Delhi Long term care has an established circle of communication to support the monthly and quarterly review of outcomes through data analysis at leadership team meetings, departmental meetings, resident and family councils, our professional advisory committee and of course our quarterly quality meetings. Data is collected and reviewed on a routine basis to evaluate success towards our determined SMART goals in our action plan, and actions adjusted if needed to ensure we are working toward improvement of our selected outcomes over time. We do complete an annual report as a home as well with sharing to our resident, family, staff and quality committee for full review of our successes and outcomes as a home. We have at our disposal a data analytic platform within our EHR (PCC) to support benchmarking against provinical averages for clinical data determined from RAI-MDS.
These processes are well defined through the above committee's agenda's and meeting minutes.

We are extremely proud of how we as an organization supported the ongoing connection between residents and their family caregivers throughout the pandemic, but look to the new additions to our residents rights around palliative philosophy or approach to care and services to shape a commitment to shift culture in our home, and with the other homes in the peopleCare communities organization through the next 6 months.

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

Delhi Long term care, along with all others in the health sector and the province have been leading through an emergency of the worldwide Covid Pandemic. This required great flexibility and a commitment to ethical decision making to support the safety of our residents, staff and families through the ever changing environment.

Our home teams were focussed and committed to supporting our residents, their families and each other through the past 2 years and we are extremely proud of them, and the home's response to the pandemic.

We look forward of getting back to purpose and meaningful connections with our residents, and families as we shift out of the pandemic and optimizing the support of peopleCare communities for their leadership in our corporate palliative care QIP, as well as our Recovering Strong Strategy for our staff.

PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS

As an interdisciplinary team we look forward to partnering with our Resident and Family council to support our Quality Improvement Objectives listed in our action plan.

We also look to optimize our relationship with the region of Norfolk, Ontario Health and our dedicated service providers, and community partners to support us in our goals and objectives.

PROVIDER EXPERIENCE

Delhi has a long history of service in Delhi Ontario (over 50 years) and through that time we have developed strong partnerships within our local, regional and provincial community.

RESIDENT EXPERIENCE

Delhi Long term care has been able to utilize the scores and data from our Resident, and Family QOL survey tool to support us in the development of our QIP.

We look forward to a dedicated focus with this plan towards enhancing our residents experience and QOL within the home

CONTACT INFORMATION

Jeff Willson, Executive Director & Designated Quality Lead,
jwillson@peoplecare.ca

Delhi Long Term Care
750 Gilbralter St
519.582.3400

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 June 29, 2022

Jenn Killing VP, Quality Research & Strategic Partnerships
Board Chair / Licensee or delegate

Jeff Willson, Executive Director
Administrator /Executive Director

Jeff Willson, Quality Lead
Quality Committee Chair or delegate

Jeremy Zinger, VP LTC Operations
Other leadership as appropriate