

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 1, 2024

peopleCare
communities



OVERVIEW

peopleCare AR Goudie is located in the heart of Kitchener, providing quality long term care in a warm, home like environment for our eighty residents. Our modern three storey home is set back from Frederick street in a park like setting. To foster peopleCare AR Goudie's support of the community a current redevelopment project is in full speed. This will add 128 beds in a new and modern four-storey building, increasing our total capacity to 208 beds. The anticipated Grand Opening is set for the summer of 2025. The existing building went through major renovations in the last few months, improving the living quality for our residents and increasing the workplace quality for our teams. We have a strong focus towards quality improvement that aligns with our organization's Mission, Vision and Values.

We strive to embrace quality and maximize our partnerships within the community to ensure quality services for our residents, families and staff. As evidence of our commitment to quality, in November 2023 –as part of peopleCare Communities – AR Goudie LTC achieved a perfect accreditation survey with Accreditation Canada, and is proud of our award of Accreditation with Exemplary Status. peopleCare has been designated one of Canada's Best Managed Companies since 2013, achieving platinum status in 2023. AR Goudie LTC has embraced the organization's core values of people, professionalism, integrity, growth, and excellence and is thankful to be a part of a family-owned mission-driven organization.

In 2024, AR Goudie LTC residents, staff and families will be part of the launch of a visionary new five-year strategy for the organization: Limitless. Together we will change the world of senior living by creating inspired communities where bold ideas thrive.

ACCESS AND FLOW

AR Goudie LTC will implement a new ENRICHED Admission Model in 2024/25. This model relies on the foundation of peopleCare's unique and award-winning clinical pharmacy

Model. This embeds innovative HR solutions such as 24/7 clinical pharmacists and onsite pharmacy technicians, optimized to full scope of practice, supporting our registered staff and residents with safe transitions. This releases time to care through the use of technology and pharmacist-led medication reconciliation. We have increased our support of social work in the home, and have elevated the social worker role to lead the implementation of the RNAO Best Practice Resident, Family Centred Care Assessment Tool that ensures our residents and families are supported with providing their wishes, wants and needs integrated directly into the initial plan of care. This new assessment tool has already improved the resident, family and staff experience upon admission to our home. We look forward to continuing to develop quality improvement ideas to further enhance the outcomes of our resident and family experience as demonstrated by our regular surveys.

The ENRICHED admission model also includes the implementation of new technology integrations such as AMPLIFI – a digital integration to bilaterally link our home with rapid, digital, accurate medical information for our residents on admission and transitions. AMPLIFI includes the current health information for Allergies, Medications, Problem list (diagnosis) and Immunizations to allow for improved safety on admissions.

This model supports Ministry's objectives including:
Faster Access to Care: faster and safer discharge from hospital to our home, faster access to resident data and streamlined transitions between care partners.

Right Care at the Right Place: rapid robust care planning within 24 hrs, reduced avoidable ER/hospital readmission
Maximized HHR: ensures we are maximizing our interdisciplinary team by all staff working at their full scope with increased satisfaction.

EQUITY AND INDIGENOUS HEALTH

peopleCare AR Goudie LTC, in partnership with the Ontario Centres for Learning, Research and Innovation in LTC (CLRI-LTC) is committed to build our workforce capacity and foster person-centred care through the identification, development and spread of information and resources that support diversity and inclusion in our LTC homes. We recognize that care experiences can be influenced by individual circumstances, including language, ability, race, ethnicity, religion, spirituality, gender identity, gender expression, sexual orientation and socio-economic status. We commit to the completion of the Equity, Diversity, and Inclusion in LTC: Assessment and Planning Tool as an interdisciplinary team, guided by and utilizing the feedback of our residents, families, staff and partners. The completion of this assessment will support us in identifying what we are doing well, and how we care improve our equity, diversity, and inclusion practices in the following areas:

1. Planning and Policy
2. Organizational Culture
3. Education and Training
4. Human Resources
5. Community Capacity Building
6. Resident and Family Engagement
7. Service Provision

PATIENT/CLIENT/RESIDENT EXPERIENCE

peopleCare AR Goudie LTC is committed to transforming the experience for all touched by our services, residents, families, our staff, and partners. We foster vitality through purpose and fulfillment. Over the next year we will look to lead with person-centred care at the heart of all we do, guided by the voice of all we serve. We are also committed to investing in our people through experiential learning, mentorship, and leadership development to empower them to help us improve experiences for all.

Our Home incorporates resident experience information into improvement activities through several avenues:

Surveys: AR Goudie LTC regularly conducts surveys among residents to gather feedback on their care experiences and quality of life.

These surveys could cover various aspects such as satisfaction with medical care, staff responsiveness, building environment, food quality, social activities, and overall well-being. Analyzing survey responses allows AR Goudie LTC to identify areas for improvement.

Resident/Family Advisory Councils & Quality Committee: AR Goudie LTC has established advisory committees consisting of residents and families to provide ongoing feedback and suggestions for improvement. These committees serve as valuable forums for residents to voice their concerns, preferences, and ideas directly to management. AR Goudie LTC incorporates the feedback received from these committees into their improvement initiatives.

Feedback Mechanisms: AR Goudie LTC has established feedback mechanisms such as suggestion boxes, complaint forms and regular meetings with residents to encourage open communication. By actively soliciting and listening to feedback from residents, AR Goudie LTC gains insights into areas that require attention and prioritizes improvement efforts accordingly.

Data Analysis: AR Goudie LTC collects and analyzes data from various sources, including resident feedback, to identify trends and patterns. By examining this data, AR Goudie LTC is able to pinpoint recurring issues or areas of strength and tailor improvement activities to address specific needs.

Quality Improvement Initiatives: AR Goudie LTC develops and implements quality improvement initiatives based on the feedback received from residents. These initiatives may include staff training programs, building/environment upgrades, changes to policies and procedures, or the introduction of new services or amenities aimed at enhancing the overall resident experience and quality of life. Focusing on enhancing the emotional wellbeing of residents, we are creating new reminiscing rooms by using screen-scapes with eye-catching murals and interactive sensory props that incorporate common therapeutic practices for people living with dementia. Incorporating images into the Home that hold deep meaning within the Region of Waterloo will provide residents with the opportunity to indulge themselves in these images and feel connected to their community.

Overall, AR Goudie LTC takes a comprehensive approach to incorporating resident experience information into improvement activities, leveraging multiple channels to gather feedback, analyze data, and implement meaningful changes that enhance the well-being and satisfaction of residents.

PROVIDER EXPERIENCE

AR Goudie LTC, guided by peopleCare's new strategy, will look to optimize innovative solutions for staff recruitment, retention and engagement. We look forward to building on the lessons learned from our sister homes in the development of partnerships for global recruitment strategies in support of internationally educated nurses, and skilled refugee recruitment.

For our skilled team we have heavily invested in education opportunities to support leadership and skills training in our home. Examples of what is planned for 2024 include leadership training for registered staff and managers. Education and training in dementia care for our frontline staff across the home, with a focus on enhancing the dementia care experience in our special care home area. This will enable us to prepare for implementation of an emotion-based care model in the future. We have also partnered with an expert on the lived experience of residents and families to provide education to our frontline staff on the importance of resident and family centred care.

AR Goudie LTC is committed to being a force for good in our communities and around the globe by empowering women and youth in developing countries and enabling refugees and immigrants to create a new life in Canada. We also have a renewed focus on opportunities to give back through volunteering.

SAFETY

Guided by our policies, procedures, systems and teams, AR Goudie LTC has the tools in place to ensure we proactively

anticipate and prevent patient safety incidents to ensure safer care today and in the future for our residents. We promote a patient safety culture and reporting and learning systems within our home.

We proactively develop and implement patient safety and incident management plans and processes and actively monitor, analyze prioritize and implement actions to mitigate risks and improve quality and safety. We quickly implement an effective response to both expected and unexpected safety issues.

AR Goudie LTC's reporting system captures resident safety concerns, hazards and/or incidents meant to trigger action, facilitate communication, response, learning and improvement. Our reporting systems are the foundation of our resident safety and incident management and is essential to continue to advance our resident safety culture.

It is the policy of AR Goudie LTC to utilize Root Cause Analysis to systematically analyze critical incidents with the goal of generating system improvements and advancing our overall resident safety culture.

A multidisciplinary, comprehensive system-based review is conducted on all critical incidents, sentinel events and serious adverse events. The goal is to determine root causes and contributory factors, identify risk reduction strategies, and develop action plans along with measurement strategies to evaluate the effectiveness of the plans. We adhere to a strict no-fault reporting and investigation that ensures a learning environment open to making recommendations for system changes to advance our resident safety culture.

POPULATION HEALTH APPROACH

When addressing population health considerations for AR Goudie LTC, we have the tools, resources and partnerships to assess, document and care plan the following domains:

Demographics: Understanding the demographics of the residents

living in AR Goudie LTC is crucial. This includes age distribution, socioeconomic status, cultural backgrounds, and any specific health needs associated with these demographics.

Health Status: Assessing the overall health status of the residents is important for identifying prevalent health conditions, chronic diseases, disabilities, and any existing health disparities within the population.

Access to Healthcare Services: Ensuring access to healthcare services such as primary care, specialists, mental health services, and emergency care is essential for maintaining the health and well-being of the residents. This includes considering transportation barriers and the availability of health resources within the community. AR Goudie LTC has many longstanding partnerships with the community.

Preventive Care and Health Promotion: During program development and evaluation we prioritize implementing programs and initiatives focused on preventive care and health promotion can help improve the overall health outcomes of the residents. This may include health education, screenings, vaccinations, and lifestyle interventions.

Environmental Factors: Assessing the environmental factors within and around AR Goudie LTC is important for identifying potential health hazards or exposures that could impact the residents' health. This includes air quality, water quality, safety measures, and access to green spaces.

Social Support and Community Engagement: Promoting social support networks and community engagement activities can help foster a sense of belonging and improve mental health outcomes among the residents. This may include organizing social events, support groups, and volunteer opportunities.

Crisis Management and Emergency Preparedness: Developing plans for crisis management and emergency preparedness is essential for addressing potential health crises such as outbreaks of infectious diseases, natural disasters, or other emergencies.

By addressing these population health considerations, AR Goudie LTC delivers on our commitments towards promoting the health and well-being of its residents, families and staff and creating a supportive and thriving community environment.

CONTACT INFORMATION/DESIGNATED LEAD

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OTHER

peopleCare AR Goudie continues to welcome opportunities for sustainable improvements through collaboration between our team members, our residents, our families, organization wide, and with our community partner stakeholders. It is our intention to move resident quality drivers forward in this years QIPS selection, utilizing our home resources along with strategic organizational initiatives and bench marking.

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, 2024**

Jenn Killing, Board Chair / Licensee or delegate

Florin Perte, Administrator /Executive Director

Florin Perte, Quality Committee Chair or delegate

Jeremy Zinger, Other leadership as appropriate
