

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 1, 2024

peopleCare
communities



OVERVIEW

Hilltop Manor Long Term Care is home to 185 residents in the heart of Galt, a small community in the City of Cambridge Ontario where we have been providing service for over 50 years. Hilltop Manor is home to 185 residents. We have a strong focus towards quality improvement that aligns with our organizations 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 team. As evidence of our commitment to quality Hilltop Manor as part of peopleCare Communities achieved a perfect accreditation survey with Accreditation Canada, and is proud of our award of Accreditation with Exemplary Status achieved in November of 2023.

peopleCare has been awarded one of Canada's Best Managed Companies since 2013, achieving platinum status in 2023. Hilltop Manor has embraced the core values of people, professionalism, integrity, growth, and excellence and is thankful to be a part of a family owned mission driven organization.

Hilltop is in the process of launching the peopleCare Communities new Strategy- LIMITLESS in 2024 with our residents, staff and families.

Together we are Changing the World of senior living by creating inspired communities where bold ideas thrive

ACCESS AND FLOW

Hilltop Manor will be implementing a new admission model, "ENRICHED admission Model" in 2024/25. This model rely's on the foundation of our unique and award winning clinical pharmacy

model in which we have embedded innovative HR solutions such as 24/7 clinical pharmacists and onsite pharmacy technicians to full scope of practice supporting our registered staff and residents with safe transitions and time released to care through the use of technology and pharmacist led medication reconciliation. We have been able to increase our support of social work in the home, and have elevated their role to lead the implementation of the RNAO Best Practice Resident, Family Centred Care Assessment tool that ensures that our residents and families are supported with providing their wishes, wants and needs that are then integrated directly into the initial plan of care. This assessment has already provided us with improvement on the resident, family and staff experience on admission to our home. We look forward to continuing to develop quality improvement ideas to further enhance our outcomes of our resident and family survey/experience.

ENRICHED admission model also includes the implementation of new 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) Immunizations to allow for improved safety on admissions.

This model supports the Ministry's objectives of:

Faster Access to Care: Faster safer discharge from hospital to our home, Faster access to resident data, streamlined transitions between care partners.

Right Care at the Right Place: Faster access to care, with rapid robust care planning within 24 hrs, reduced avoidable ER/hospital

readmission

Maximized HHR: and ensures that we are maximizing our interdisciplinary team by all staff working at their full scope with increased satisfaction.

EQUITY AND INDIGENOUS HEALTH

peopleCare Hilltop Manor in partnership with the Ontario CLRI 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 7 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

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peopleCare Hilltop Manor 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 look to - - Lead with person centered care at the heart of all we do guided by the voice of who we serve

- Investing in our people through experiential learning, mentorship, and leadership development
- Empowering our unstoppable teams who always reach higher to achieve excellence.

Hilltop Manor incorporates resident experience information into improvement activities through several avenues:

Surveys: Hilltop Manor 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, facilities, food quality, social activities, and overall well-being. Analyzing survey responses allows Hilltop Manor to identify areas for improvement.

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

Feedback Mechanisms: Hilltop Manor does have established feedback mechanisms such as suggestion boxes, complaint forms, or regular meetings with residents to encourage open communication. By actively soliciting and listening to feedback from residents, Hilltop Manor can gain insights into areas that require attention and prioritize improvement efforts accordingly.

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

Quality Improvement Initiatives: Hilltop Manor develops and implements quality improvement initiatives based on the feedback received from residents. These initiatives may include staff training programs, facility 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.

Overall, Hilltop Manor 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

Hilltop Manor led by the peopleCare 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 international recruitment strategies in support of International 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 front line staff across the home, with a focus on enhancing the dementia care experience in our special care home area enabling us to prepare for implementation of 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 front line staff on the importance of resident, and family centred care.

Hilltop Manor is also committed to Impacting Beyond Ourselves: Being a force for good in our communities and around the globe by: Empowering women and youth in developing countries to unleash their potential
Make it possible for refugees and immigrants to create a new life in Canada and thrive
Enable volunteering and opportunities to give of ourselves.

SAFETY

Guided by our policies, procedures, systems and teams peopleCare Hilltop Manor have the tools in place to ensure that we proactively

anticipate patient safety incidents and prevent them from occurring 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 contribute to an effective response to both expected and unexpected safety issues.

Hilltop Manor's reporting system captures resident safety concerns, hazards and/or incidents meant to trigger action, facilitate communication, response, learning and improvement. Our reporting systems is 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 peopleCare Hilltop Manor to utilize Root Cause Analysis to systematically analyse critical incidents with the goal of generating system improvements and advance our resident safety culture.

A multidisciplinary comprehensive, system-based review will be conducted on all critical incidents, sentinel events, serious adverse events to determine root and contributory factors, determination of risk reduction strategies, and development of 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 the population health considerations for Hilltop Manor in Cambridge, Ontario, we have the tools and resources to assess, document and care plan the following domains:

Demographics: Understanding the demographics of the residents living in Hilltop Manor 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. Hilltop Manor 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 Hilltop Manor 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, Hilltop Manor 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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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 31, 2024**

Jen Killing, Board Chair / Licensee or delegate

Stella Annan, Administrator /Executive Director

Stella Annan, Quality Committee Chair or delegate

Jeremy Zinger, Other leadership as appropriate
