

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 1, 2024

peopleCare
communities



OVERVIEW

peopleCare Tavistock is a 100 bed Long Term Care Facility located in the small rural Community of Tavistock in Southwestern Ontario, providing Long Term Care services since 1968.

In the fall of 2024 peopleCare Tavistock will be opening a new 128 bed home to support the community of Tavistock. This home will allow us to increase our service provision in the community, and includes a new 32 bed specialized dementia home area, spacious living and recreation spaces for our residents, and state of the art systems for safety and comfort of our residents, families and staff.

We have a strong focus toward 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 evident of our commitments to quality, Tavistock was awarded Accreditation with Exemplary Standing in November 2023.

peopleCare Communities has been awarded one of Canada's Best Managed Companies since 2013. peopleCare Tavistock embraces our core values focused on people, professionalism, integrity, growth, and excellence. We are thankful for the support, leadership and collaboration provided by our Leadership Support Team.

ACCESS AND FLOW

peopleCare Tavistock has been successful in maintaining 97% occupancy. Professional, consistent and continued communication with HCCSS assists in maintaining our occupancy rates. Our ED visit rates have historically remained under the Provincial

average. Our steady support from two Attending Physicians, Physician-On-Call, in house Laboratory service, Oxygen and Mobile X-Ray enables us to care for and provide services to our residents, avoiding unnecessary hospitalizations and visits to emergency departments.

Local Priority Funding has allowed us to purchase equipment that will enable us to better service residents with complex needs.

peopleCare Tavistock will be implementing a new admission model, "ENRICHED admission Model" in 2024/25. This model relies 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 Tavistock is dedicated to an inclusive environment for all residents, families, visitors and team members. The Home's Recreation department develops programs celebrating cultural events. Our Home collects information for residents using Point Click Care assessments, our Recreation Assessments, All-About-Me posters and conversations with residents and families at care conferences to assist in the development of the Resident's Care Plan. The Home maintains a list of team members who speak languages other than English, who can support residents and families as a result. The French Language Survey is conducted annually with staff. The Home supports resident programs centred on cultural diversity and inclusion.

peopleCare Tavistock, 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 Tavistock has been able to utilize the scores and data from Resident and Family QOL surveys tools to support us in the development of our QIP.

Together we are Changing the World of Senior Living by creating inspired communities where bold idea's thrive.

peopleCare Tavistock 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.

peopleCare Tavistock incorporates resident experience information into improvement activities through several avenues:

Surveys: peopleCare Tavistock 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 peopleCare Tavistock to identify areas for improvement.

Resident/Family Advisory Councils & Quality Committee: peopleCare Tavistock 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. peopleCare Tavistock then does incorporate the feedback received from these committees into their improvement initiatives.

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

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

Quality Improvement Initiatives: peopleCare Tavistock 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, peopleCare Tavistock 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

peopleCare Tavistock has a long history of service in Tavistock, and through that time we have developed strong partnerships within our local, regional and provincial community.

peopleCare Tavistock has developed relationships with local Agencies to provide nursing, dietary and environmental support during low staffing situations. We have been successful in recruiting consistent agency staff to provide consistent care and service in the home.

peopleCare Tavistock takes advantage of staffing opportunities such as student placements, PREP LTC, SPE Program through CNO, IEN Placements.

peopleCare Tavistock 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.

peoplecare Tavistock 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

Enabling opportunities to give of ourselves.

SAFETY

Admission and Annual Care Conferences held with Physician and Interdisciplinary Team. Implementation of RNAO Best Practice Admission Assessment assists in developing resident Care Plan. Management Meetings review incidents, risks and improvement and action plans developed.

Pharmacy BPMH, on site pharmacy technician, quarterly pharmacy audits, quarterly medication safety management meeting, annual Medication Safety Self-Assessment. Findings and Action Plans shared with and developed with Registered Staff, nursing management and pharmacy.

Annual Resident and Family Satisfaction Surveys conducted.

Feedback provides opportunity to develop plans for improvement.

Resident Council and Family Council – provides avenue to share concerns and develop plans for improvement.

Resident 'Getting to Know You' assessment on admission provides resident information to assist front line staff to develop relationships and prompt interaction.

peopleCare Tavistock has an active Health & Safety and Wellness committee. This committee will assist in ensuring maintenance of a safe and healthy work environment as indicated by acceptable

industry practices and compliance with legislative requirements and will strive to eliminate any foreseeable hazards which may result in personal injuries and illnesses, fires, security losses and damage to property. It is the policy of peopleCare that we will identify Health and Safety objectives and goals for the organization. Employee focus for the goals and objectives will be to reduce risks, injuries and diseases in our workplace.

It is the policy of peopleCare to protect the well-being of all employees and residents by providing a work environment that is free of harassment, threats and acts of violence for its employees and residents. A 'Workplace Violence Prevention Program' is in place.

Standard, specialized dementia training for peopleCare

Communities staff includes:

- Code-white
- Gentle Persuasive Approach (GPA)
- Montessori methods
- P.I.E.C.E.S.™

Data available and reviewed on a routine basis by our home/organization to support staff safety would be:

- Workplace inspection reports, grievances, and employee assistance support utilization
- Results of workplace risk assessments conducted
- Workload complaints

Guided by our policies, procedures, systems and teams peopleCare has 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.

peoplecare Tavistock's reporting system captures resident safety concerns, hazards and/or incidents meant to trigger action, facilitate communication, response, learning and improvement. Our reporting system 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 Tavistock 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 population health considerations for peopleCare

Tavistock, 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 peopleCare Tavistock 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. peopleCare Tavistock 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 peopleCare Tavistock 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, peopleCare Tavistock 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

Deborah Wettlaufer
Executive Director
519-655-2031, Ext 422

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 **April 1, 2024**

Jenn Killing, Board Chair / Licensee or delegate

Deborah Wettlaufer, Administrator /Executive Director

Debbie Wettlaufer, Quality Committee Chair or delegate

Salima Massani, Other leadership as appropriate
