

Quality Improvement Plan (QIP)
**Narrative for Health Care
Organizations in Ontario**

May 19, 2023



OVERVIEW

North Renfrew Long-Term Care Services Inc. (NRLTCSI) opened in 1994 and embraces a emotion-based model of resident directed care. We are a hub-model for seniors care, funded by the Ministries of Health and Long-term Care, we are a not-for-profit/charitable Home with programs to include: long-term care, short-stay beds, supportive care apartments, an assistive living program in the community, meals on wheels, community transportation, congregate dining programs, adult day program, a seniors drop-in centre, and more.

Mission Statement: North Renfrew Long-Term Care Services Inc. is committed to supporting people to achieve the best possible quality of life by focussing on the individual choices of residents/clients and their families.

Values: a home-like environment, respect, charitable and caring philosophy, volunteerism, flexibility and innovation, excellence, sustainability, openness

Vision Statement: North Renfrew Long-Term Care Services Inc. will continue to strive to be a model of excellence in resident/client-focussed care and to share expertise with others

North Renfrew Long-Term Care Centre has truly embraced resident directed care and continues to transition to ensure the New Fixing LTC Act (2021) is met. Residents and clients are encouraged to make their own choices and care is provided using individualized care plans. Examples of the resident-directed environment include flexible meal times, no set medication pass times, staff do not wear uniforms, residents are encouraged to decorate their rooms to

reflect their personal tastes, ALL staff participate in the care and service of the residents, as well as resident care conferences, etc. The Home, embraces a lovely physical environment that welcomes pets, beautiful greenery/plants/gardens, family life and is located beside the Ottawa River.

NRLTCSI strives to achieve the above Mission Statement with an embedded philosophy of continuous quality improvement, which involves input from staff representatives from all departments, administration and the Board of Directors.

Quality Committee meetings are inclusive of input from residents, clients and caregivers.

Quality is measured in the following areas: safety, provider competence, accountability, accessibility, efficiency, appropriateness, effectiveness, and continuity of care. The committee is in evolution aligning with the New Quality Regulations, modernizing terminology and ensuring residents and clients are involved and valued as part of this journey.

All staff are empowered to improve the quality of life for our residents and clients on a daily basis.

The past few years have challenged our culture of emotion-based care, moving to a medical model due to the pandemic, keeping our residents, clients and staff safe. Although a very challenged time, NRLTCSI followed all Ministry Directives, Public Health Recommendations in regards to prevention, containment and developing outbreak management protocols all while ensuring our residents and clients mental health and wellbeing were fostered.

The area of focus for the NRLTCSI 2023/24 Quality Improvement

Plan is the "Resident Experience", which is measured/evaluated in all Quality areas noted above. The main goal this year will be to balance our approach to managing Infection Prevention and Control practices (medical model) to rejuvenating back to the balance of approaching care via a emotion-based model. Analyzing the data in this area is consistent with the NRLTCSI Mission Statement and the resident-directed philosophy.

This area of focus aligns with the priority indicator: "Resident Experience", ensuring that our residents have input and satisfaction from the services that are provided.

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

NRLTCSI did not submit a 2022/23 QIP due to the many challenging priorities related to the pandemic. On reflection, our staff showed dedicated care and service, demonstrated enhanced Infection and Prevention and Control knowledge each and everyday. The Home's screening and testing procedures proved satisfactory in keeping Covid out during the most critical time during the pandemic. Processes to ensure all PPE including N95s, were available and monitored at all times. Renovations were completed to the Adult Day Program and recreation areas allowed for safe delivery of programming meeting IPAC practices to help limit the transmission of Covid. The internet technology was modernized, improving privacy, security, electronic documentation/files, use of Zoom/Teams to continue to safely communicate, provide virtual programming as examples. All equipment has been replaced allowing for better connectivity, virtual improvements for staff, residents, families. NRLTCC also is a member of the Ottawa valley Ontario Health Team and became an active member of many enabler groups and patriciates in collaborative discussions, completes surveys, attends meetings all with the goal to support opportunities to improve navigation from primary care etc.

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

Residents are engaged in determining their individual needs and wants on-going, following the NRLTCSI Mission Statement and the philosophy of resident-directed care. Resident Council meetings are held every 6 weeks. There are 2 co-chairs. Assistance is provided to generate the agenda for discussion. This provides a platform for residents to formally voice their satisfaction or disatisfactions - and voice their choices. Management is invited on the residents request, meal planning is discussed to ensure the menu reflects their choices. Meetings with family members are held twice per year. At the present time, the family members have declined the offer to form a Family Council, citing on-going contact with the Centre and the staff; this may change when different residents and families access care at the NRLTCC in the future if so desired. Many family members are involved in the daily care of the their loved one and have been identified as Essential Care givers.

NRLTCC is a member of the Ottawa Valley Ontario Health Team participating in many committees and enabler working groups including the Quality Committee. This partnership has embraced collaborative approaches to improve navigation and access for clients to access NRLTCC Community programs locally and supports common goals within Renfrew County.

PROVIDER EXPERIENCE

Staff and volunteers have worked hard throughout the pandemic to continue to provide the care and service that each and every resident/client deserves. Creative recreation planning and delivery has maintained even during the most challenging times.

WORKPLACE VIOLENCE PREVENTION

North Renfrew Long-Term Care has a Workplace Violence and Harassment Policy that is reviewed annually and approved by the Board of Directors. Each staff member is assigned training yearly to help understand the expected code of conduct within the resident and client Home and embraces a positive working environment. There is a formal process in place to investigate any allegation.

Staff are trained in Gentle Persuasive Approach and have the skills to prevent and management escalated behaviors when providing the care and service while at work. Behavioral Supports Ontario supports training and consultation when required.

The Joint Occupational Health and Safety Committee meet quarterly and review all statistics related to staff incidents or near misses and provide recommendations to the Administrator to action if so needed. All statistics are shared with the Board of Director providing full disclosure of risks and actions. Monetary support may be recommended if identified to help mitigate risks.

PATIENT SAFETY

North Renfrew Long-Term Care is committed to safety and uses a Risk Analysis approach balanced with the resident-directed plan of care. Documentation is completed on an electronic platform using the PCC software that supports point of care entries and medication delivery. A Medication Safety Program is in place that improves incident reporting, investigation and outcomes.

The Infection Prevention and Control Program supports Outbreak Management Protocols, Prevention strategies and audits to monitor success. Immunization Program is offered including the COVID 19 vaccine and Flu shots as recommended by Public Health.

Our Home is equipped with Fall prevention strategies and are offered to residents to help prevent injury if a fall occurs. Staff are skilled to assess, monitor and evaluate care needs respecting resident rights and decisions.

HEALTH EQUITY

NRLTCC is committed to providing care and service respecting diverse populations. Commitment to continued professional development and education from Leadership to the front line is of priority. As a member of the Ottawa Valley Ontario Health Team, a collaborative goal is to expand our knowledge to ensure equity is reached.

CONTACT INFORMATION/DESIGNATED LEAD

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OTHER

As a Community Support and Service Agency, we continue to strive to meet the needs of the community and surrounding areas. We offer transportation services for essential appointments, Adult Day Service where clients can meet new friends, enjoy lunch and snacks and recreation activities. Our Aging at Home Program is accepting referrals through an intake process for those who may need minimal to moderate care to help remain in your home.

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 **May 19, 2023**

Christine Butler, Board Chair / Licensee or delegate

Shelley Yantha, Administrator /Executive Director

Shelley Yantha, Quality Committee Chair or delegate

Other leadership as appropriate

Theme II: Service Excellence

Measure Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"	P	% / LTC home residents	In house data, NHCAPHS survey / Apr 2022 - Mar 2023	95.00	100.00	To ensure a resident-directed and emotion-focussed approach includes listening and responding to the needs of each individual perspective. NRLTCC strives to ensure therapeutic relationships are developed so to learn about individual resident choices including the meals they enjoy, the the care they receive and the Home environment they live!	

Change Ideas

Change Idea #1 North Renfrew Long Term Care and Services Inc. will demonstrate a commitment to professional development and training in the Eden Approach emotion-based model of care ensuring a positive supportive Home by communicating effectively with residents/clients/families ensuring that individual care plans reflect goals that have been resident directed.

Methods	Process measures	Target for process measure	Comments
<p>1) A working Group will be assembled to review the Strategic Plan and its Vision Mission and Goals. The Quality Committee and the Resident Council will provide feedback and identify priorities. A draft recommendation will be provided to the Board for approval with final approval at AGM in June. 2) The Administrator will connect with Eden Alternative representatives. Planning will begin as a priority objective within the Operational Plan. Recommendations will be presented to the Board seeking approval of plan and supportive monetary resources for implementation 3) An Eden Committee will be re-activated to build a training action plan to support reaching 50% staff training 4) Peer to Peer support with Trainer oversight will monitor culture change to ensure in keeping with the expected Eden approach to care 5) Complaints/Concerns will be resolved within 24hours. The staff and managers will effectively communicate and ensure care plans reflect resident choice 6) Administration will release annual satisfaction survey to residents, clients and families. Actions will be acted on if complaints or suggestions are identified. This survey will be shared through the Quality Committee and results to the Board</p>	<p>1) Strategic Plan 2023-25 will be presented and approved at the AGM in June 2023 2) Eden Membership and Training Plan will be completed by q2 3) 50% of staff will be trained/re-trained by end of year 4) All concerns/complaints will be resolved 5) All residents, clients will identify that they feel like the staff listen as evidenced by the results on the survey</p>	<p>1) The Strategic Plan 2023-2025 will be approved at the AGM by June 2023 2) NRLTCC will attain the Eden Membership within the first quarter 3) Training Plan will be developed by q3 4) 50% Staff will be trained in the Eden Alternative emotion-based model of care and will demonstrate effective resident therapeutic relationships as evidenced by positive results on both the resident/client satisfactory survey</p>	<p>Total Surveys Initiated: 21 Total LTCH Beds: 21 North Renfrew Long-Term Care and Services Inc. has been in operation for 29years and have embraced a Home-Like emotion and social model of care from its inception. As we enter a time after the pandemic, the strategic focus is on recovery. This means priorities are to modernise, collaborate and to identify the local needs both in the community and for our residents who live at the Centre. Collaborate partnerships and building positive relations thru effective communication strategies will only further enhance a positive trusting experience for residents/clients and their families and friends.</p>