

St. Joseph's at Fleming Quality Improvement Plan 2016-2017

Overview

The goal of the 2016-17 QIP will be to continue to support each Resident in the Home, through quality initiatives which advance quality of care and resident satisfaction as they attain and maintain their full potential.

Priority indicators this year include: reduction in potentially avoidable emergency department visits; reduction in inappropriate use of anti psychotics; ensuring residents continue to have a 'voice' in their care; achieving high level of resident satisfaction; the reduction of falls, the reduction of restraint use; and the reduction of worsening pressure ulcers. These goals mesh well with the work we are doing in preparation for the journey to Accreditation, which is scheduled to take place in the Spring of 2017, as well as our Strategic Plan goals.

During the development of this year's QIP, a scan of the current internal as well as external climate affecting our residents was reviewed. Internal Resident/Family input consisted of information gleaned through the resident survey, at Resident Care Conferences, through the Complaints process and during conversations with our Residents and Families.

A reduction in the use of restraints is a prime goal for St. Joseph's at Fleming and work will be done over the next year on changing resident, family and staff attitudes regarding restraints. Through the work of the Program Committees ongoing improvements will be sought in all priority programs: Falls Committee, Wound and Skin Care Committee, Infection Control, Continence, Pain and Symptom Management. Each of these committees meet on a regular basis with a goal to review activities within those portfolios which impact the lives of our residents. Monthly status updates are posted internally for staff to review.

Quality information provided by CIHI is reviewed with the Leadership Team and the Quality Committee of the Board to ensure ongoing awareness of quantifiable results.

QI Achievements from the Past Year

2015-16 has been a year which has seen our Home start to move forward with the Strategic Plan and lay the ground work for Accreditation. There has been a heightened awareness within the clinical groups looking at Practice Standards related to documentation, Best Practice for Nursing, and changes related to Pain Management. The addition of our dedicated Nurse Practitioner has made significant improvements for our residents from a timely access to advanced clinical management. As well, the

physician group has begun reviewing residents receiving antipsychotic medications and reductions in use are under way.

The greatest impact to the Home has come in our education initiative through the adoption and implementation of the web-based education tool called Surge Learning. This online resource is given to all employees, across all disciplines, and has been instrumental in ensuring employees are current and up to date on all mandatory and industry-related topics, both clinical and operational. Education is tracked and can be adjusted to meet the unique needs of the employee group, discipline and resident need. The result is a better educated and prepared employee who can provide more quality and knowledgeable care.

Integration and Continuity of Care

St. Joseph's at Fleming works closely with our community partners, associations, governments, regulatory bodies, hospitals and our LHIN to ensure safe and effective transitions for our residents throughout the continuum of care.

Close working relationships with the Central East Community Care Access Centre (CECCAC) has enabled St. Joseph's at Fleming to provide timely admissions for residents to available beds over the past year. As the resident population changes, the need to ensure the right resident is accepted into the right bed is becoming more critical than ever before. Meeting the needs of residents with more complex, clinical and in many cases, mental health needs place additional strain on the resources of the Home.

Residents who transfer to tertiary facilities are monitored and ongoing connection is maintained between the facility and the Home to ensure a smooth transition for the resident both to and from the tertiary centre. Expertise and follow-up from our in-house Nurse Practitioner and Social Worker, in particular, has been instrumental in ensuring a smooth transition for our residents.

Engagement of Clinicians, Leadership & Staff

The construct of quality care is woven throughout staff and clinician meetings. These informal discussions provide opportunity to engage staff in quality improvement discussions and allow for knowledge exchange related to current performance and targets. Goals and Objectives for all programs are revised and updated annually. The new QIP is developed based on progress over the year toward targets and will be discussed with each group as we move forward. Our Manager of Quality and Education plays a key role in ensuring the information from various committees is timely and distributed throughout the Home and to the appropriate stakeholders.

Resident, Patient, Client Engagement

St. Joseph's at Fleming has an active Resident and Family Council which are kept up to date of the activities within the Home. Changes to policy, updates to quality initiatives and strategic goals are provided at regular meetings, through the Newsletter, and in discussions with residents and families; in which an opportunity for feedback and dialogue is utilized.