



Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

February 22, 2020

OVERVIEW

St. Joseph's at Fleming is a 200-bed stand alone, long term care, not for profit home. We are sponsored by the Catholic Health Sponsors Organization of Ontario. We serve a diverse, multi denomination population with a streamlined focus involving behaviours, dementia, mental health & chronic care. We are situated with in the heart of the Kawarthas.

The home's main goal last year was to review, reset and recommit to a new Strategic Plan. We did this involving all stakeholders resulting in twenty-three decisive points that included person centered care, applied research, and partnerships to name a few. Bringing our Strategic plan to life and living it through continuous improvement is just one operational goal that we determined moving forward. We continued to explore and institute education strategies on awareness of the various roles, policy and procedures.

A three-year exemplary CARF Accreditation certification was given to St. Joseph's at Fleming in May 2018. In 2019 we received our second accreditation seal to signify that our home had met annual conformance requirements for quality standards that enhance the lives of person's served. We continue to work together to enhance person centered care which focused on the quality of care for our Residents. St. Joseph's at Fleming has built in many opportunities for Quality Improvement in order to maintain our Accreditation certification under CARF. Everything we do is person centered care.

Our Quality Committee reviews quarterly the following to ensure feedback from our main stakeholders (residents, staff, volunteers, students & family). We discuss the progress and priorities as they relate to the St. Joseph's at Fleming's Strategic Plan.

St. Joseph's at Fleming quality improvement plan consist of six main theme's and in addition supporting data that is used as evidence:

Main Themes:

- Annual Health Quality Improvement Plan (HQIP)
- Annual End of Life Survey
- Annual Resident Survey
- Accreditation – Continuous Improvement Plan
- Regularly asked Question to the residents, "what does Quality mean to you"?
- And Quality data to support evidence – (See listed below)

Supporting Data As Evidence:

- Resident Council Committee
- Activity Committee
- Food Committee
- Staff team meetings (gathering input for next quarter)
- Committee meetings related to Accreditation (gathering input for next quarter)
- Room Check Up Card
- Room Temperature Checks
- Call Bell Reports
- Physical Restraints
- Resident Falls
- Falls Resulting in Transfer to Emergency
- Urinary Tract Infections
- Hand Hygiene by Type of Indicators
- Stage 2-4 Pressure Ulcers Wounds
- Psychotropic Drugs Use
- Incident of Physical Aggression

Each of these committees meet on a regular basis with a goal to review activities which impact the lives of our residents. Monthly status updates are posted internally for staff to review. We 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. 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.

DESCRIBE YOUR ORGANIZATION'S GREATEST QI ACHIEVEMENT FROM THE PAST YEAR

- Finalized the new Strategic Plan in 2019 for 2020 - 2025
- Received our second accreditation seal to signify that our home had met annual conformance requirements for quality standards. The home continues to be very proud of the Three Year Accreditation. A first for St. Joseph's at Fleming.
- 60 New Admissions for 2019
- RQI – Ministry Annual Inspection was conducted with No compliance orders implemented.
- New ONA CONTRACT RADIFIED.
- Reengagement Plan in partnership with Fleming College
- In addition, enclosed you will find a small book of pictures that demonstrate events focused on person centered care involving key stakeholders (residents, staff, volunteers, students & family of the home) as well as various community partners. We had many achievements, successes and mission moments throughout the year.

WORKPLACE VIOLENCE PREVENTION

Safety and security is a key component of our Strategic Plan. The Home has policies and procedures, and active Health & Safety Committee and a strong relationship with the Ministry of Labour. The leadership team works with HR and an outside third party in identifying and investigating Workplace Violence. Staff education through the on-line education platform (Surge Learning) and on-going education continues.

As an integral part of our risk management program we have security cameras throughout the outside areas into the parking lots and security guard presence in the evening.

Recently updated in partnership with the Peterborough Police Service -Code Silver Violence or Threat of Violence in the workplace.

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 _____

Board Chair / Licensee or delegate

Administrator /Executive Director

Quality Committee Chair or delegate

Other leadership as appropriate
