

Let's Make Healthy
Change Happen.



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



St. Patrick's Home
of Ottawa

ontario.ca/excellentcare

Overview

St. Patrick's Home of Ottawa has a long and very proud history. Founded two years before Confederation, it is one of the oldest long term care homes in Ontario. Our mission, vision and values guide everything that happens at St. Patrick's Home of Ottawa.

Our Mission to offer compassionate long term care to anyone in our community as a Catholic organization inspired by Christ's ministry and the legacy of the Grey Sisters of the Immaculate Conception, is entrenched in our annual quality improvement plan. Our Vision is a welcoming home where everyone feels supported and cared for is brought to life daily through our Values of Respect, Compassion, Spirituality, Integrity, Excellence and Collaboration.

We are honoured to provide person-centered care to some of our most vulnerable community members. St. Patrick's Home of Ottawa is the primary residence for 286 people, in addition to 2 temporary living spaces for our respite program. In 2018, 407 individuals were welcomed into St. Patrick's and very quickly became a member of our community. The average stay for residents is 3 years.

Our 2019-20 Quality Improvement Plan (QIP) provides guidance as we continue on our journey to become a truly person-centered long-term care community. We will continue to strive to increase overall satisfaction and provide positive experiences for our residents and their families, based on the feedback received from annual resident and family satisfaction surveys.

This year's QIP includes the priority indicators, identified by Health Quality Ontario (HQP), reducing avoidable emergency department visits for long-term care residents, increasing resident overall satisfaction levels and their ability to speak up about the home without fear of consequences, as well as ensuring early documented assessments of needs for palliative care patients.

In addition, to these HQO priority indicators, we are also including measures to: decrease the use of agency personnel; identify ways to prevent falls; reduce the number of residents using daily physical restraints; and decrease the number of residents who experience worsened bladder continence.

Describe your organization's greatest QI achievement from the past year

St. Patrick's Home of Ottawa saw improvements on several fronts in 2018-19, in the area of resident experience and satisfaction, as gauged by our 2018 resident satisfaction survey. There was a 4% increase in the number of residents who feel the care staff listen to them. As well, 5% increases in the number of residents who feel their meals are tasty.

Our home continues to perform better than the provincial average, in the number of residents, who experienced the following indicators:

- Worsened early-loss ADL
- Worsened locomotion
- Taken antipsychotics without a diagnosis of psychosis
- Had one or more infections
- Worsened or unchanged respiratory conditions
- A urinary tract infection
- A feeding tube
- Experiencing pain
- Worsened pain

St. Patrick's is also above the provincial average, in the number of residents, who experienced the following indicators:

- Improvement or remained the same in mid-loss ADL
- Improvement or remained the same in early-loss ADL
- Improvement or remained the same in late-loss ADL
- Improved locomotion
- Improved behavioural symptoms
- Improved cognitive ability
- Improved communication ability
- Improved bladder continence

St. Patrick's Home saw improvements on 2 of the 3 nursing positions in terms of agency use in 2018. Agency hours for PSWs improved by 1.1% while agency hours for RPNs improved by 1.8%. Agency hours for RNs did not improve as we saw an increase in March, April and May of 2018 which created a challenge in meeting the target. Overall, RN agency hours for 2018 were up by 4.0% year-over-year. 2 of our 3 change ideas worked according to plan but staffing of the scheduling office remains a work in progress.

Patient/client/resident partnering and relations

Resident and Family engagement continues to be a priority for St. Patrick's Home as we aim to solicit feedback from our residents and families on several fronts in order to improve quality of care and services offered.

Our resident and family satisfaction surveys provide us with valuable feedback across many important areas such as nursing, recreation and pastoral services as well as dietary and nutritional needs, overall building maintenance and housekeeping.

As St. Patrick's strives to ensure we continue to have the resident, at the centre of everything we do, we are fortunate to have very active Resident and Family Councils, who provide timely feedback and recommendations regarding areas pertaining to direct services.

In addition to the Resident and Family Councils, resident and family member sit on in house Committees and Teams who focus on particular areas for improvement.

Engagement of Clinicians, Leadership & Staff

Our QIP will be posted internally for all staff to review and become familiar with as we strive for commitment and subsequent support across the home.

St. Patrick's internal committees and teams, comprised of clinicians, leadership, staff, residents, and family members, continue their work in the following areas:

Falls/Restraints/Restorative Team

Will ensure the policies and processes are relevant, supporting best practices that include methods to reduce risk, monitor outcomes and protocols for referrals to specialized resources when necessary.

Emergency Preparedness Committee

Ensure there are emergency policies and procedures in place for the safety of staff, residents and visitors of St. Patrick's Home.

Responsive Behaviour Team

Ensure the policies and processes meet the MOHLTC standards for Responsive Behaviours to enhance the lives of the residents while utilizing Best Practice or prevailing practices and a Person Centered approach.

Skin and Wound Team

Optimize health and decrease occurrence of skin breakdown. Develop policy and procedures to maintain continuity of treatment Maintain MOHLTC standards from LTC Act. Utilize best practice guidelines, RNAO.

Contenance & Linen Team

Ensure that policies and processes meet the MOHLTC standards for Contenance care and Bowel Management including best practices or prevailing practices. The team will collaborate on linen and personal supplies management and choice of products provided to residents.

Priority targets such as the restraint reduction initiative and the falls prevention program will require direct staff involvement and support on all clinical levels from our front-line PSWs to the RPN Leads on each RHA. Oversight and guidance from the RNs as well as the management and leadership team is an integral factor that will contribute to our ongoing success.

Workplace violence prevention

To this end, the prevention of workplace violence remains a part of our standard education and training of all new employees, both at new hire orientation as well as annually thereafter. The topic of workplace violence is also discussed on a regular basis, throughout the year, at meetings of the Occupational Health and Safety Committee. This ensures that all committee members are well versed in this area and are able to share and educate all other staff.

Workplace violence and prevention strategies are a mandated legislative priority embedded within our operational policies and procedures related to Human Resources and Occupational Health and Safety. In addition, regular internal discussions with various staff members occur on an ad hoc basis throughout the year. I.e. staff may approach their manager or an HR representative to clarify what constitutes

workplace violence. This topic is also reviewed as an agenda item at various team and department meetings.

As an extension of our policies and practices in this area, domestic violence is also taken into consideration and we have measures in place to support staff in this specific area in order to mitigate potential violence and to promote safety and security in the workplace.

Contact Information

Teena Tomlinson
Coordinator, Quality Improvement & Risk Management
St. Patrick's Home of Ottawa
2865 Riverside Drive
Ottawa, Ontario K1V 8N5

(613) 731-0094 Ext. 244

teenatomlinson@stpats.ca

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

Board Chair _____ (signature)

President/CEO _____ (signature)

Quality Committee Chair _____ (signature)

Quality Improvement Chair _____ (signature)