

**Quality Improvement Plan (QIP)**

# **Narrative for Health Care Organizations in Ontario**

May 27, 2020



## OVERVIEW

St. Patrick's Home of Ottawa (St. Pat's) is the permanent home to 286 people, in addition to 2 temporary living spaces for our respite program. In 2019, 104 individuals were welcomed into St. Pat's and very quickly became members of our community. The average stay for residents is 2.4 years.

Founded two years before Confederation, first providing care to children and adults until the children were placed in foster homes. St. Pat's continued to provide services to adults and in 1964 the focus was changed to long term care. St. Pat's is one of the oldest long term care homes in Ontario.

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, guides everything that happens at St. Pat's Home.

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 be entrusted with the care of some of our most vulnerable community members.

Our 2020-21 Quality Improvement Plan (QIP) provides guidance as we continue on our journey to become a truly person-centered long-term care community.

This year's QIP focuses on increasing residents overall quality of life

and include the Health Ontario priority indicators regarding visits to Emergency Departments, Residents 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 the priority indicators, St. Pat's will continue to work towards:

- Decreasing the use of agency personnel;
- Reducing the number of residents using daily restraints;
- Decreasing the number of residents who experience worsened bladder continence.

These are new goals we have included in the 2020-21 Workplan.

- Increasing residents overall satisfaction level with the food services.
- Increasing residents sense of security and safety in the home.
- Improving recreation and leisure activities available to residents
- Increasing residents satisfaction level with staff listening to them.
- Increasing residents satisfaction with being able to exercise their rights to form friendships and relationships and to meet privately with his or her spouse or another person in a room that assures privacy.

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

In 2019 St. Pat's continued to implement a quality improvement project to reduce falls. The Falls Prevention Team lead team members in all departments in piloting and implementing the various aspects of our Fall Prevention and Injury Reduction Program. Our goal is to reduce the number of falls by minimizing the risks that are attributed to the root causes of falls. To achieve

this, we aimed to increase the number of education sessions for staff to prevent environmental risks in the home as well as encourage staff to communicate change in residents' health status and interventions in place for high risk residents.

The RNAO Best Practice Guidelines, the RNAO gap analysis tool, the Scott Fall Risk Assessment Tool, and the Centre for Effective Practice for falls prevention were the guiding documents for the creation of the Falls Prevention and Injury Reduction Program.

Following a successful pilot of comfort rounding on one home area it was rolled out to all nine resident home areas to provide hourly comfort checks on residents. An additional initiative includes regular checks of resident fall equipment such as fall mats and personal alarms to ensure that they were in the proper position and functioning properly. Beds were also always placed in the lowest position when a resident was in bed to help further reduce injuries from self transfers out of bed. As well as implementing the identification and marking of appropriate bed height on the wall for each residents bed. Post fall huddles also provided an opportunity to identify fall risks and work with staff in the development of risk reduction opportunities. Together with these specific falls related interventions more training on assessments was provided to the staff to help them resolve issues within the home.

These initiatives resulted in a decrease of 3% to 16.4% percentage of residents who had experienced a fall in the previous 30 day period at the end of 2019. This is below the Provincial average of 16.6%. St. Pat's will continue to make fall reduction a priority throughout the home.

## COLLABORATION AND INTEGRATION

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. Pat's ongoing success, requires direct staff involvement and support from our dietary, housekeeping, laundry, maintenance, and our clinical team from front-line PSWs to our RN's. As well, the participation of residents and families on teams and committees to ensure person centred care is paramount in every area of the home. Oversight and guidance from the management and leadership team is an integral factor that will contribute to our ongoing success of the following teams and committees:

- Falls/Restraints/Restorative Team
- Emergency Preparedness Committee
- Responsive Behaviour Team
- Skin, Wound, and Nutrition Team
- Contenance & Linen Team
- Infection Prevention and Control Team
- Ambience Committee
- Recruitment Committee
- Palliative and Pain Management Committee
- Occupational Health & Safety Committee

Members of St. Pat's team work collaboratively by serving on the following external committees:

- Champlain LHIN LTC Liaison Committee
- Champlain Hospice Palliative Care Program Advisory Council
- Dementia Network – Sub- Committee – Supporting Transformations in LTC

- Long Term Care Palliative Education Network Committee.
- Ontario Association of Residents' Councils' Education and Publications Committee
- Canadian Association of Spiritual Care
- Ottawa Pastoral Care Training Program

## **PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS**

Resident and Family engagement continues to be a priority for St. Pat's 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 quality of life survey and the family satisfaction survey continue to 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. Pat'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, residents and family are members of in-house Committees and Teams who focus on particular areas for improvement.

Representatives from both the Resident and Family Councils are engaged in presentations at all new employee orientation sessions. In addition to this, a number of residents participate in the hiring interviews throughout the home.

## **WORKPLACE VIOLENCE PREVENTION**

Workplace violence and prevention strategies are a mandated legislative priority embedded within St. Patrick's operational policies

and procedures related to Human Resources and Occupational Health and Safety.

We strive to promote a safe workplace by :

- Ensuring the environment is safe/secure through the Health and Safety Program and Committee (parking lot, lighting, reception etc.);
- Reviewing all reported incidents;
- Putting an action plan in place based on the risk assessment, where improvements are required;
- Investigating all incidents in a fair and consistent manner;
- The threat of 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.
- Staff attend mandatory training sessions (upon hire and on an annual basis) on dementia and on working with individuals with dementia who show responsive behaviours. Safe approaches to and management of individuals with responsive behaviours are communicated through providing staff with a checklist for staff to follow when a resident is becoming physically responsive, guidance on what to say in a difficult situation.
- The Responsive Behaviours Team ensure a regularly updated responsive behavior board in each care centre. This board contains current information on particular residents and advise on how to prevent and/or respond to certain behaviours. Members of our Responsive Behaviour Team provide resources, support and guidance to team members on how to understand resident's personal expressions and help identify individualized support. This contributes to the reduction of personal expressions that may result in team member injuries or workplace violence. Staff are reminded

to review the responsive behavior board at the beginning of each shift.

St. Patrick's Home is committed to providing a safe and healthy workplace; free from actual, attempted or threatened violence, harassment and discrimination.

## **ALTERNATE LEVEL OF CARE**

St. Patrick's Home of Ottawa continues to explore opportunities to expand our community to develop a campus to provide alternate levels of care.

## **VIRTUAL CARE**

eConsult was introduced at St. Pat's in 2018. This is a secure web-based tool that allows physicians and nurse practitioners timely access to specialist advice from over 110 specialty groups. Our physicians are able to obtain clinical advice without our residents needing to travel outside the home. Our Medical Director, has been a key contributor to the expansion of eConsult in long-term care across Ontario.

## CONTACT INFORMATION

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## 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 \_\_\_\_\_

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Board Chair / Licensee or delegate

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Administrator /Executive Director

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Quality Committee Chair or delegate

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Other leadership as appropriate

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