

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 21, 2023



## 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.

Collectively, our foundation, purpose and vision capture our mission of care for the people we serve. We are a Catholic organization inspired by Christ's ministry and the legacy of the Grey Sisters of the Immaculate Conception. Our purpose is to provide quality, person-directed long-term care and support for people in our community. Our vision is that of a welcoming and inclusive home where each person feels cared for, supported and engaged.

We are honoured to provide person-directed care to some of our community members. St. Patrick's Home of Ottawa is the primary residence for 286 people, as well as two respite beds. In 2022, 115 new individuals were welcomed into St. Patrick's and very quickly became a member of our community.

After more than 150 years in community service, we at St. Patrick's Home understand quality of life means something different for everyone. That's why we build unique, individual relationships with each of the residents of our Home: to appreciate what they value so we can meet their needs and respect their choices.

We know from experience that providing quality care and support is a collective effort. When staff, volunteers, residents, families and friends work together, our mission-driven non-profit organization is empowered to make a real difference in people's lives and throughout the community.

## REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

Two thousand and twenty-two brought the roll out of our new five-year strategic plan. The plan will guide our actions in the coming year and grounds us in the person-directed work. Our four new strategic priorities are:

1. The best possible quality of life for every resident
2. Consistent, person-directed, quality care and support
3. A purposeful partner in the health system
4. Supportive affordable housing and services to meet community needs

The creation of this plan had input from all of our stakeholders. We continue to seek feedback on how best to put this into action so that it meets everyone's needs. This has included in-person Town Halls where residents, staff, friends, and family are invited to discuss the details of the plan, ask questions and offer actions that will drive the plan forward.

We completed our Resident Satisfaction survey over March and April of 2022. We once again used the International Resident Assessment Instrument (interRAI) Long-Term Care (LTC) Quality of Life (QoL) survey. This was our second time using this survey.

As expected, the last three years have been challenging to those who live at St. Pat's. Despite this, we did see some improved or maintained results in the following areas:

- I have enough variety in my meals
- I enjoy meal times
- I am bothered by the noise here

- I decide when to go to bed
- I decide how to spend my time
- Staff know what they are doing
- Staff ask how my needs can be met

The following results exceed or met the pre-pandemic median benchmarking results:

- I can eat when I want
- I can have a bath or shower as often as I want
- I consider a staff member my friend
- I participate in meaningful activities
- People ask for my help and advice

These are the areas of strength that we can leverage going forward.

Our greatest opportunity for improvement came in the following areas:

- I have opportunities to spend time with like-minded residents
- I can go where I want on the "spur of the moment"
- I have the same nurse assistant on most weekdays

We could see how the pandemic impacted the above measures in a significant way. We are working on addressing these in 2023 as you will read in this document and in our workbook.

Other reflections from 2022 include partnering with HIROC, our insurer, to bring our risk management system online. The system also gives us access to HIROC's library of risk management tools as

well.

We began many quality improvement projects in 2022. Below are listed some of our larger initiatives:

**The Linen Project:** This project aims to ensure that all team members have access to linen in the right place and at the right time. We are using our Quality Improvement board to share our work and findings. We are in our second Plan-Do-Study-Act (PDSA) trial to come up with the best solution. At present, we are trialing individual carts in each Resident room rather than taking linen from one large cart.

**The Medication Management Project:** St. Pat's was selected as one of eight Champion Homes by The Institute for Safe Medication Practices (ISMP) Canada. We are partnering with The Canadian Institute of Health Information to use their electronic medication incident tracking form with the goal of improving our overall reporting of incidents and feedback loop to team members.

**i-Care Plans:** We received a grant from Healthcare Excellence Canada to do work on person-directed care. We looked at our Responsive Behaviour care plan libraries and how we can change the wording to first person. As an example, instead of saying, "Do not speak loudly to the Resident", it would now look something like, "I do not like loud noises. Please approach me quietly and speak softly". We successfully surpassed our goal of updating just the Responsive Behaviours library and are presently working on inputting them into our electronic chart.

**Signage Project:** Residents had brought forth how many times it is

difficult to read signs, how they are frequently torn or falling off. The project has moved all Covid-19 signage from inside the Resident Home Areas out to the elevator hallway, as well as took down any signs that were damaged or no longer significant. We have developed a template for signs in the home. We will be working with the Ambiance Committee to look at next steps.

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

Residents sit on all of St. Pat's committees, as well as a family or friend representative. The signage project was initiated after a resident brought forth her concerns. She was then incorporated into all meetings to ensure co-design of the process and solution.

Family and friends also contribute and co-design our quality improvement projects. A family member who sat on our i-Care plan team was pivotal in how the work was distributed amongst the team members as well as giving specific feedback on the new care plan library language.

## **PROVIDER EXPERIENCE**

At St. Pat's we strive to improve the experience of our healthcare workforce and offer a supportive and engaging environment. Our Employee Engagement Team has recently come together to develop events across the Home to raise spirits and increase fun at work. This includes theme days, special food treats, and friendly competitions.

We award employee recognition for years of service, as well as Shamrock kudos to those acknowledged for their great work by any member of our St. Pat's community. We also present an annual

award to staff, known as the St. Marguerite d'Youville Excellence Award. This award recognizes the outstanding achievements of employees at St. Patrick's Home Ottawa, who have made an outstanding commitment in the tradition and mission of St. Marguerite d'Youville and have been on staff for three years or more.

The Home supports a robust student program for a number of positions including Dietary, Social Work, Administration and Nursing students. We recognize the relevance in education-employer partnerships and their importance to the learning outcomes for students and successful recruitment and retention for employers. As part of the Home's Student program, for 2022 and 2023 we have enrolled in the PREP LTC program through Ontario CLRI and Bruyère.

The purpose behind PREP LTC is that successful clinical student placements will assist with recruiting and retaining future team members and will strengthen the people working in LTC. The PREP LTC program also provides for backfill for the preceptors, in order to enable them to have dedicated time spent precepting and mentoring students under their supervision during placements outside of their regular duties. The PREP LTC eLearning course was developed by the Ontario CLRI at Baycrest and is built on the success of the ministry-funded Preceptor Education Program (PEP) in collaboration with the Faculty of Health Sciences at the University of Western Ontario and with Fanshawe College School of Nursing.

Team members sit on all committees and are encouraged to bring ideas forward as well as partake in implementing and trialling solutions.

## **WORKPLACE VIOLENCE PREVENTION**

The safety of our team members is of the utmost importance. Any incident of violence is reported, investigated and the feedback loop is always closed. Support is offered to the team member. Learnings from any incident are implemented to decrease the chances of this event happening again.

In instances where Residents have responsive behaviours, we encourage team members to refer to our Behavioural Support staff who put a plan in place for the rest of the team to follow. We believe that our person-directed care model that encourages all team members to get to know each Resident as an individual helps to tailor approaches that are best suited to keep everyone safe.

We have newly implemented an electronic incident reporting system that allows for greater ease and speed of reporting. Our hope that this more user-friendly system will decrease barriers in reporting as the more detail we know about the incident allows for greater learning and future prevention.

## PATIENT SAFETY

The pandemic forced St. Pat's to focus greatly on Resident safety. For those people who live at St. Pat's who can make their own decisions, we support their choices and their ability to live the life they want to live, while balancing the safety of everyone who lives in the Home.

Our processes and policies are in place to decrease the amount of human error as much as possible. Audits are performed to ensure that these are being followed and results shared on our Quality Improvement board.

Our medication management team is exploring having swipe access only to our medication rooms as well as our medication carts to ensure another layer of safety. Medication errors and decreasing the use of anti-psychotics will be a focus in 2023.

## HEALTH EQUITY

At St. Pat's we endeavour to understand everyone's unique lived experiences. We are welcoming Residents who are younger and of a more diverse cultural and religious background.

Our foundation is that of a Catholic organization, but we pride ourselves on being inclusive to all religions and learning what each individual Resident requires to meet their spiritual and cultural needs.

We do record people's religious affiliation if they choose to share it as well as their racial background. We have a dedicated Spiritual Care team that organizes bringing in other religious leaders to support non-Catholic Residents.

## CONTACT INFORMATION/DESIGNATED LEAD

Beth Ciavaglia PT, BSc.PT, MHA  
(she/her)  
Coordinator, Quality and Risk Management

2865 Riverside Dr.  
Ottawa, ON  
K1V 8N5  
Tel: 613-731-4660  
Fax: 613-731-4056  
Direct line: 613-731-0094 ext 244  
bethciavaglia@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 on  
March 27, 2023



Board Chair / Licensee or delegate



Administrator / Executive Director



Quality Committee Chair or delegate

Other leadership as appropriate