

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 11, 2024



## OVERVIEW

St. Patrick's Home of Ottawa is a long-standing and esteemed long-term care facility, founded two years before the Confederation and one of the oldest in Ontario.

Our foundation, purpose, and vision reflect our mission to care for those under our care. As a Catholic organization inspired by Christ's ministry and the Grey Sisters of the Immaculate Conception, we aim to provide quality, person-directed, long-term care and support for our community members.

Our vision is to create a warm, inclusive, and welcoming home where everyone feels engaged, supported, and cared for. We are proud to provide person-directed care, and our facility has 286 primary residences and two respite beds.

Recently, we have welcomed 126 new members into our community. As a non-profit organization serving the community for over 150 years, we understand that quality of life means something different for everyone. For this reason, we make it our mission to develop unique and individual relationships with each resident in our home to understand and meet their needs while respecting their choices.

We believe that providing quality care and support is a collective effort, and we strive to work together with staff, volunteers, residents, families, and friends to make a real difference in people's lives and the community.

In 2023, we reported on four Home wide Quality Improvement initiatives. The Linen Project aiming at the team to have access to

the linen in the right place and at the right time as been successfully implemented after seven PDSA cycles. This delivery of linen moved from nursing to laundry. The Medication Management Project is almost completed. In 2023, we purchased nine new electronic access medication carts, secured the entry to the medication rooms with keyless entry, implemented an online medication incident tracking system partnering using the CIHI NSIR program and integrated the EMAR system with the pharmacy system to improve physician orders/medication tracking. In 2024 we are implementing bar coding for medication administration and automated dispensing medication cabinet for emergency medications. The third project, i-Care plans changed the language of the interventions to resident voice rather than third person. This project was implemented successfully. Additionally, we were able to complete i-care plan interventions for the entire library. The signage project created a template for signs that are easily read by residents and located in specific areas of the home.

## **ACCESS AND FLOW**

St. Pat's has recently collaborated with The Ottawa Hospital (TOH) to participate in the Nurse-Led Outreach Team (NLOT). The NLOT program is specifically designed to work with staff, family physicians, and healthcare teams in Long-Term Care (LTC) homes. The program's main objective is to provide assessment and care for residents with acute illnesses and injuries, reduce resident transfers from LTC homes to the emergency department, build capacity within the LTC, and support the repatriation of hospitalized LTC home residents.

Nurse Practitioners employed by TOH play a crucial role in supporting the delivery of quality, person-directed care. They work closely and collaboratively with St. Pat's staff and physicians to help avoid Emergency Department transfers and provide training to facilitate care for our residents.

## EQUITY AND INDIGENOUS HEALTH

St. Pat's values and respects the unique life experiences of each individual. We welcome residents from diverse cultural and religious backgrounds, and we take pride in being an inclusive community that supports all religions, while valuing our Home as a Catholic organization.

Our mission, vision, and values were updated in 2022-2023 to ensure that we remain welcoming and inclusive while maintaining our Catholic identity and promoting diversity. In 2024-2025, we have two strategic priorities focusing on equity, which are to provide the best possible quality of life for every resident, and to offer consistent, person-directed, quality care and support.

Although, less than 1% of St. Pat's population is Indigenous, Indigenous health remains a priority for us. The Equity, Diversity, Inclusion, Anti-Racism Committee, which comprises senior leaders, front-line staff, residents, and families, is dedicated to achieving this goal.

The Home has a Cultural Diversity Plan as well as an Accessibility Plan. With the formation of the Equity, Diversity, Inclusion and Anti-Racism Team in 2024, we are excited to have this interdisciplinary and resident/family team review these documents to improve our plans. This includes Indigenous Health. We hope to gain some partnerships with external organizations to support the home in this journey.

## PATIENT/CLIENT/RESIDENT EXPERIENCE

We conducted our Resident Satisfaction survey from February 1, 2023, to October 31, 2023, using the International Resident

Assessment Instrument (interRAI) Long-Term Care (LTC) Quality of Life (QoL) survey for the second time.

Our survey included 128 residents, an 11% increase from the previous year. This increase in participants strengthened the data collected. The results showed significant positive changes in the areas of privacy, staff responsiveness, and staff-resident bonding.

Among the top five statements that showed the highest positive percentage increase were the following:

- I have the option to be alone when I wish.
- The staff members are knowledgeable and competent.
- Staff members ask how they can meet my needs.
- I have the same nurse-assistant on most weekdays.
- Staff members have enough time for me.

However, we also identified areas that need improvement. The following five statements showed the most significant drop:

- I can have a bath or shower as often as I want.
- If I want, I can participate in religious activities that are meaningful to me.
- I can eat when I want.
- Another resident here is my close friend.
- It is easy to make friends here.

We are pleased to see improvements in how our staff interacts with residents and builds relationships with them. However, we recognize that we still need to work towards providing spaces that enable residents to live the way they want while also facilitating

relationships among each other. Building a sense of community is crucial, and we will continue to work towards creating the best possible environment for our residents.

One of the home wide QI projects is to use LEAN Methodology to make a deep dive into the satisfaction of residents in the Recreation and Leisure programs. This project will involve residents, families, BSO, recreation, nursing and integration of Activity Pro and Point Click Care. We know this is an area that we can improve from our Resident and Family satisfaction survey results.

## **PROVIDER EXPERIENCE**

To address Health Human Resources (HHR) challenges, we established an innovative position, the Quality Care Champion, who assists in supervision of the frontline staff and care of the residents. These positions are held by RPNs who lead quality initiatives and monitor Quality Improvement Indicators. We created a new position, the Infection Prevention and Control (IPAC) Lead, to enhance the quality of IPAC practices to benefit our residents and staff and we converted Nursing vacancies into full-time positions and job share opportunities with input from our front-line staff. We increased regular student placements from the Preceptor Resource and Education Program in Long-Term Care (PREP LTC). The program funds long-term care homes to enhance the quality and capacity of clinical student placements in Ontario.

The creation of a Recruitment, Retention and Mentoring Committee has led us to the QI initiative to improve onboarding to improve retention. This is a home wide project that will involve the interdisciplinary team, residents, families and volunteers.

## **SAFETY**

The Home will continue to focus on wound care and wound prevention in 2024/25 to meet the provincial standards and is a QIP indicator.

St. Pat's has a strong Joint Occupational Health and Safety Team. There is a focus on zero harm and the three checks for safety. This is included on the performance assessments of staff, which are

- 1) Do you know how to do the job?
- 2) Do I have the right equipment and
- 3) Is my environment safe?

Health and Safety education focused on Workplace Violence in 2023.

The home achieved below the provincial average for falls indicators and continues to monitor the program for continued improvements. In 2024/25 the Falls, Restraints, Restorative Team is focusing their action plan on "Standard Work" processes after completing three process maps on Falls, Falls Prevention and Restraints.

## POPULATION HEALTH APPROACH

St. Pat's is involved in Project AMPLIFI, a clinical data integration initiative that is being led by St. Joseph's Healthcare Hamilton and funded by the Ministry of Health. The goal of the project is to improve the continuity of care for long-term care residents by simplifying transitions between care institutions. This will result in safer care for people in Ontario and more efficient workflows for healthcare providers.

In 2023, we saw the admission of younger residents who required a different approach to their lived experiences. Residents wanted more to do and will be doing a presentation on their community at the WALK WITH ME Conference in May 2024.

Additionally, members of St. Patrick's staff serve on various external committees, including the Ontario Health Digital Advisory and Cyber Security Committee and the Long-Term Care Institute for Safe Medication Practices in Canada Advisory Committee. They are working towards strengthening medication safety and improving healthcare services.

## CONTACT INFORMATION/DESIGNATED LEAD

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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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