

Let's Make Healthy
Change Happen.



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

Radiant
Care
Pleasant
Manor

Long-Term Care
March 2023

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

ontario.ca/excellentcare

Overview of Our Organization's Quality Improvement Plan

Overview

The objective we focused on in our QIP is aimed at improving resident satisfaction related to (1) personal care including bathing, hygiene, safety and comfort, lifting, transferring, etc.; (2) staff providing care in a non-rushed manner while considering strengths, preferences and needs of the resident allowing them optimal independence at their own pace.

Our QIP aligns with the quality objectives of our organization's strategic plan, and with our Long-Term Care Service Accountability Agreement (L-SAA).

Reflections since your last QIP submission

Over the past year, we continued to focus the majority of staff time and energy on keeping residents, staff, visitors, and family members as safe and supported as possible throughout the pandemic. As we continue to experience the waning of the pandemic, we are focusing our quality improvement efforts on specific initiatives to improve resident satisfaction in the area of personal care.

Patient/Client/Resident Engagement and Partnering

We continue to intentionally collaborate with and seek feedback from residents through ongoing Resident Council meetings and our annual Resident Satisfaction Surveys. Upon identifying areas for improvement, we met with the Resident Council, which affirmed our proposed focus on increasing resident satisfaction in the area of personal care in the coming year. Staff create an action plan and report back to the Resident Council and Family Council to let them know how we plan to increase resident satisfaction.

Resident Experience

Based on feedback received from residents, this year's QIP has been created in consultation with our Resident Council in order to increase the resident satisfaction in personal care.

Contact Information

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Senior Administrator Long-Term Care & Continuous Quality Improvement Committee Chair/Lead

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Sign-off

I have reviewed and approved our organization's Quality Improvement Plan



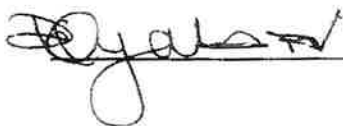
Glen Unruh, Board Chair



Tim Siemens, Chief Executive Officer & Quality Council Chair



Fola Akano, Senior Administrator Long-Term Care & Continuous Quality Improvement Committee Chair/Lead



Dawn Clyens, Director of Clinical Services

2023 - 2024 Quality Improvement Plan - Long-Term Care

AIM		MEASURE				CHANGE				
Quality Dimension	Objective	Measure / Indicator	Current Performance	Target Performance	Target Justification	Planned Improvement Initiatives (change ideas)	Methods	Process Measures	Target for Process Measures	Comments
Resident Centered	To increase resident satisfaction re: <ul style="list-style-type: none"> Personal care including bathing, hygiene, safety and comfort, lifting, transferring, etc. Staff providing care in a non-rushed manner while considering strengths, preferences and needs of resident allowing them optimal independence at their own pace 	Percentage of residents responding positively (very satisfied and satisfied) to Questions 1 and 7 pertaining to personal care and receiving services in a non-rushed manner	Question 1 63% (5 of 8) positive responses Question 7 88% (7 of 8) positive responses	Question 1 70% positive responses Question 7 90% positive responses	To match best performance in other categories on Resident Satisfaction Survey	Staff will use touch, smiling and eye contact to connect meaningfully with residents	Hold an in-service to train and encourage staff to connect with residents in these ways Audits completed and changes made, if needed	In-service held Audits completed	Hold an in-service by March 31, 2023 May 31, 2023	We chose this objective based on ratings and comments from residents, as identified on the 2022 Pleasant Manor Resident Satisfaction Survey

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AIM		MEASURE				CHANGE				
Quality Dimension	Objective	Measure / Indicator	Current Performance	Target Performance	Target Justification	Planned Improvement Initiatives (change ideas)	Methods	Process Measures	Target for Process Measures	Comments
						Education that requires staff sign-off and includes: <ul style="list-style-type: none"> ▪ personal care ▪ safe transfers - handle with care 	Hold in-services using video aids, fact sheets, one-on-one demonstrations and Q&A Audits completed and changes made, if needed Create fact sheet for new and current staff and add to staff communication binder	In-service held Audits completed Documents created	May 31, 2023 and ongoing May 31, 2023 and ongoing May 31, 2023	
						Include float resource staff member to: <ul style="list-style-type: none"> ▪ reinforce routines ▪ support and trains new hires and agency staff ▪ advocate for resident care needs 	Additional orientation for new staff GPA Training for float resources Advocate for residents	Changes in routines documented in departmental meeting minutes Audits of resident care completed % of positive responses	March 31, 2023 May 31, 2023 and ongoing Ongoing	

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AIM		MEASURE				CHANGE				
Quality Dimension	Objective	Measure / Indicator	Current Performance	Target Performance	Target Justification	Planned Improvement Initiatives (change ideas)	Methods	Process Measures	Target for Process Measures	Comments
							One-on-one training for lifts and transfers; follow-up demonstrations and re-demonstrations as required	Training completed	May 31, 2023 and ongoing	
							Audits completed and changes made, if needed	Audits completed	May 31, 2023 and ongoing	