

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 20, 2023

OVERVIEW

peopleCare AR Goudie is located in the heart of Kitchener, providing quality long term care in a warm, home like environment for our eighty residents. Our residents range in age from 26 to 104 years of age. Our modern three storey home is set back from Frederick street in a park like setting. Our home includes a first floor secure Resident home area, dedicated to dementia and memory care providing care for 28 residents. Our home's Leadership team remains focused on continuous improvements and works closely with our front line teams to deliver quality resident centered care working within our peopleCare mission, vision and values statements. The home instills a collaborative approach to care planning and resident centered actions utilizing front line team and home Leadership feedback. Front-line team engagement plays a crucial role in developing excellence in care delivery and continuous improvements.

AR Goudie is part of the peopleCare Communities since 2013 and currently planning for an expansion. peopleCare has been awarded one of Canada's Best Managed Companies nine years in a row with a Platinum Status and are currently accredited with Exemplary status through Accreditation Canada. Deloitte's annual recognition of Canada's Best Managed Companies highlights outstanding business performance and innovative management practices. AR Goudie will continue to invest in our teams growth in knowledge and skill sets with the goal to "change the world of senior living". We are very proud to be serving our community.

Through the past 3 years of the covid pandemic AR Goudie Long Term Care is so proud of their values-based decision making and the positive impact that this has had in their Covid pandemic response for their residents, staff and families. Through this time

we pivoted quickly as a leadership team supported by the PeopleCare Communities team into incident command where our focus was safety and support to our residents staff and families. We are grateful to be able to now support a shift back to our Quality improvement agenda in developing plans to support enhanced experience and QOL for our residents, and families, and Recovering Strong for our staff. This is the primary focus of our Quality Improvement Action plan for this year, along with our goal of shifting our culture, and philosophy of care by adopting a palliative care philosophy for all care and services.

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

peopleCare AR Goudie Not-For-Profit LTC, along with all others in the health sector and the province has been leading through an emergency of the worldwide Covid Pandemic. This required great flexibility and a commitment to ethical decision making to support the safety of our residents, staff and families through the ever changing environment. Our home teams were focused and committed to supporting our residents, their families and each other through the past 3 years and we are extremely proud of them, and the home's response to the pandemic. We look forward of getting back to purpose and meaningful connections with our residents, and families as we shift out of the pandemic and optimizing the support of peopleCare communities for their leadership in our corporate palliative care QIP, as well as our Recovering Strong Strategy for our staff.

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND

PARTNERING

Our team members believe in, and support a resident centered care approach in providing care for our residents based on resident desires, wishes and satisfaction. Each day we look for ways to enhance the residents and families experience together, as they partake in this chapter of life's journey.

Our programs team meets monthly with our Residents Council reviewing all aspects of our resident experience including dining, accommodations, environmental, social and spiritual needs. Data is collected and shared up to our teams and may form part of a QIPs. Quarterly family council meetings are held with our Social worker and family members to share and discuss operations in the home, topics, suggestions and new initiatives. Comments are collected and reviewed by our Leadership team and communicated back to council. This information may again, be used to form a QIP or draw focus on the area highlighted tying in a QIP initiative. Each year a portion of our resident population is asked to complete a Quality of life survey. After the results are compiled, the information is shared across our organization and in our home. This information may shape or support the development of a QIP, and at times may be an organization wide benchmark. Families are asked to complete a Family satisfaction survey annually, this information is compiled and shared within the organization and home. A similar process is followed utilizing this information which may shape or support a QIP. The finalized QIPs will be shared with the upcoming Family council and Residents council meetings later this spring. Results will be updated quarterly. Our home supports a QIPs communication board, posting the QIPs and results through the year by quarter within the common area of our home.

We have additional support from visiting geriatric psychiatrist Dr. Okonkwo, who makes recommendations and clinical observations,

which are shared with families. This helps assist staff in providing resident centered care as we have seen an increase in admission of residents with more complex behaviors, putting pressure on overall numbers.

Our AR Goudie Newsletter is published monthly and is posted on our homes' website. This provides communication to our residents, families and team members around events and happenings at AR Goudie.

AR Goudie Long Term Care has an established circle of communication to support the monthly and quarterly review of outcomes through data analysis at leadership team meetings, departmental meetings, resident and family councils, our professional advisory committee and of course our quarterly quality meetings. Data is collected and reviewed on a routine basis to evaluate success towards our determined SMART goals in our action plan, and actions adjusted if needed to ensure we are working toward improvement of our selected outcomes over time. We do complete an annual report as a home as well with sharing to our resident, family, staff and quality committee for full review of our successes and outcomes as a home. We have at our disposal a data analytic platform within our EHR(PCC) to support benchmarking against provincial averages for clinical data determined from RAI-MDS.

These processes are well defined through the above committee's agendas and meeting minutes.

We are extremely proud of how we as an organization supported the ongoing connection between residents and their family

caregivers throughout the pandemic, but look to the new additions to our residents' rights around palliative philosophy or approach to care and services to shape a commitment to shift culture in our home, and with the other homes in the peopleCare Communities organization through the next 6 months.

PROVIDER EXPERIENCE

At AR Goudie we recognize the challenges within our teams created by the current staffing shortage. We are reviewing on a monthly basis the staffing turnover rates, analyzing the reasons why staff is leaving the company using exit interviews, the home's position in the current market compared with the relevant competitors. Based on the results we are locking on strategies to increase the number of new hires and increase retention. To support our exceptional employees, peopleCare, initiated the Recovering Strong Employee Wellness Strategy. This strategy includes participation of staff in activities such as Walk to Wellness, seminars and education from Canadian Mental Health Association and offering Employee Assistance Program to all employees and their close family members. Our team members have the opportunity grow within the company, peoplecare offering financial and educational support for professional advancement and also leadership training. Over the years we have developed many Employee Recognition programs and this year we are looking to relaunch in a new and improved format the Employee Values Awards, Service Awards, Heartfelt Thanks program and create many recognition activities throughout the year to celebrate our milestones and successes.

WORKPLACE VIOLENCE PREVENTION

Safety in our home, for residents, families and team members is a priority among the peopleCare organization. Each year training and education is completed around workplace violence. Standard specialized dementia training for our peoplecare team members is in place including: Code White (aggressive behavior), Gentle persuasion approach (GAP), Code purple (Hostage or intruder situation), Montessori methods, P.I.E.C.E.S.. AR Goudie is a place of respect for all, we will not tolerate bullying or any threat of violence. We work with our frontline teams and home's Leadership team to investigate and document any incident brought forward. Our Joint Health and Safety committee reviews all incidents of workplace violence and recommendations to mitigate risk are presented. We have the Whistle blower policy in place to protect confidentiality. We now offer a confidential employee assistance program for any team member requiring support.

PATIENT SAFETY

We provide individualized centered care by engaging residents, families, SDM, identifying areas of risk, prevention, personal preferences, including cultural, emotional, social and spiritual needs. This starts at admission, through routine care conferences and team meetings.

We have a pharmacy model that ensures patient safety; Having medications on-site to ensure availability and administration in a timely manner; all medications locked in Automated Dispensing Cabinet and only accessible by registered nursing staff; Specific medication list for each resident to ensure an appropriate medication regimen; all medication entry is clinically verified by the pharmacist prior to administration; Medication list reviewed on a

regular basis to ensure medication accuracy & safety; Open communication between pharmacy, nursing, physician, resident, family and or SDM to make the best medication choices for the resident. Routine audits are conducted, and documentation analyzed at a leadership level and review at our professional advisory committee and Registered staff meetings.

Our team is transparent in communicating incidents, the processes include reporting to the appropriate team member, medical director, pharmacist, resident, families/SDM. Individual involved in the incident will be debriefed, and an analysis of incident is discussed and collaboration with those required to look at strategies to prevent future incidents and review if a process change is required for improvement.

We monitor all patient safety indicators at monthly team meetings, committee meetings, quarterly PAC meetings, and during annual resident care conferences. These are to analyze and review trends in order to make positive changes to support resident safety and risk.

HEALTH EQUITY

At AR Goudie we are committed to upholding resident rights and health equity. The entire team is embracing the differences of resident population always acting to the benefits of the residents in all fairness, inclusion and equity.

We are collecting relevant information right from the admission process regarding specific residents' needs including language, culture, religion, sexuality, meal and care.

All team members are trained for diversity and inclusion, on cultural, moral and spiritual care requirements to ensure we can

better support resident end of life care. We are creating individualized care plans that are sensitive to the specific needs of the vulnerable population that is served.

We are seeking information from staff to match residents with team members that could speak the same language, or using technology to translate, and creating activities throughout the year that are appealing to as many residents as possible to increase social inclusion. We consider our group of younger residents ensuring they have access and opportunities in relations to their needs and abilities, working with community agencies for outplacement, supporting roles within the home for meaningful life activities.

The programs team, together with the chaplain and social worker support individual resident cultural needs and staff training, providing resources and programs in very aspect of daily living to ensure inclusion and quality of life, creating recreation calendars that are planned based on this information. The BSO team, the chaplain and the recreation manager work collaboratively to ensure that the staff receive specific training regarding culture and religion for all new admissions. A variety of cultural programs are in place and team members have an awareness of culturally significant holidays, customs and food choices to ensure that we meet the needs of these populations.

The Office Manager is working closely with outside partners such as OPGT, coordinators, social worker, ODPS, to aid with residents with financial needs. Residents with limited resources receive the same opportunities within the home organized programs.

CONTACT INFORMATION/DESIGNATED LEAD

peopleCare A.R. Goudie
369 Frederick Street
Kitchener, Ontario, N2H 2PL
519 744 5182 Fax 519 744 3887

Florin Perte: Executive Director
Anabela Henriques: Director of Care

OTHER

peopleCare AR Goudie continues to welcome opportunities for sustainable improvements through collaboration between our team members, our residents, our families, organization wide, and with our community partner stakeholders. It is our intention to move resident quality drivers forward in this years QIPS selection, utilizing our home resources along with strategic organizational initiatives and bench marking.

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 30, 2023**

Jenn Killing, Board Chair / Licensee or delegate

Florin Perte, Administrator /Executive Director

Florin Perte, Quality Committee Chair or delegate

Jeremy Zinger, Other leadership as appropriate
