

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 20, 2023

peopleCare
communities



OVERVIEW

Golden Years Nursing Home is an 88-bed home overlooking the Speed River near downtown Preston, Cambridge. Originally the home of a wealthy merchant, Golden Years was developed and transformed into a home of choice for many local aging residents. The charm and warmth of the rich woodwork, plaster molding's and leaded-glass windows are appreciated by all who enter. Golden Years is home to the most technologically advanced pharmacy model, cloud-based point of care documentation system through hand-held devices and online scheduling program, all lending to better care and management of quality systems. The commitment of staff, strength of leadership and wealth of professional partnerships position Golden Years as a leader in long term care.

Recently, Golden Years Nursing home was acknowledged as the Best Nursing Home for the "Waterloo Region RECORD Readers' Choice 2022" award. Golden Years continues to be managed by peopleCare communities since 2014. peopleCare remains one of Canada's Best Managed Companies in the sector, and are currently accredited with Exemplary status through Accreditation Canada. Golden Years nursing home has embraced their core values focused on people, professionalism, integrity, growth, and excellence, and we are thankful to their support, leadership, and collaboration that this partnership offers us as a stand-alone family-owned home.

This year, the focus of Golden Years is safety and support to our residents, families, staff and our community as we continue to collaborate with peopleCare Communities' leadership. We have relaunched our Quality Improvement committee meetings as we develop plans to support and enhance the experience and quality of life for our residents and families. As our frontline heroes have been

Recovering Strong from the pandemic, Golden Years Leadership has been present with hands on support as well as provision of educational resources such as the Canadian Mental Health Association (CMHA), Behavioral Support Ontario (BSO), Research Institute of Aging (RIA) to ensure our staff have the tools to succeed. Our partnership with Carizon therapeutic counselling services is free of charge to support our staff and their families through the Employee Assistance Program to assist them with their psychological wellbeing.

DATA REVIEW PROCESS: As we focus on resident quality, we have included palliative care approach to our resident plan of care from Admission throughout their stay through Care Conference collaboration with the resident and their family with our interdisciplinary team to discuss the residents best wishes with interventions custom to their individual needs. We have created systematic approach to data collection through confidential Satisfaction Surveys for residents and families. We also focus on Monthly Residents Council Meetings where residents' voices are heard along with quarterly Family Council Meetings with the support of our Social Worker and the leadership. The results from the surveys and council meetings are analyzed with Action Plan that are present back to the committee.

PRIORITY AREAS FOR QUALITY IMPROVEMENT: This year, our focus for the Quality Improvement Plan (QIPs) includes reduction in Antipsychotic usage without a supporting diagnosis from a 4-quarter average of 41.8% to 16.56% below the provincial benchmark, maintenance of our low Emergency Department Transfers, Increase in Spiritual Services, High Quality Palliative Program, Pleasurable Dining and Dining room etiquette. Our QIPs

committee meetings are led by our Director of Resident Quality Outcomes to ensure accountability and ownership for the leadership team to develop realistic action plans to achieve the targeted goals for each QIP. The committee members include the Director of Care, Assistant Director of Care, Director of Programs, Director of Food and Nutrition, the IPAC Coordinator and the Executive Director.

PROCESS TO MONITOR & MEASURE PROGRESS: Golden Years has an established circle of communication to support the monthly and quarterly review of outcomes through data analysis at daily huddle, weekly and monthly leadership team meetings, monthly departmental meetings, resident and family council meetings, quarterly professional advisory committee (PAC) meeting and our bi-annual quality meetings. Data collection and revision is completed and evaluated based on its success in meeting residents needs. All areas requiring improvement will have an action plan including SMART goals with emphasis on follow ups with all stakeholders. The data analytic platform within our EHR on Point Click Care supports benchmarking against provincial averages for clinical indicators determined from RAI-MDS along with all committee meeting minutes.

Residents, Families, and Staff satisfaction is essential to us at Golden Years. We will continue to meet the organizational goals with the legislative information in accordance with the FLTCA 2021, to improve the quality of life within the community we serve. This year Golden Years team members will practice guidance through the Mission, Vision, and Values set by peopleCare Communities, as we continue to change the world of senior living.



REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

Reflecting on Golden Years Nursing Home over the past year has been positive, as evident by our resident and family overall satisfaction, as well as the staff wellness survey. Our residents and families are over 90% satisfied with the services and the care we provide. Over 92% of our staff participated in our wellness survey with satisfactory results.

Golden Years was crowned the “Waterloo Region RECORD Readers’ Choice 2022 Diamond Winner” award. This is a testament to the sector of how dedicated and committed our team is to our residents and each other, as we continue to strive for excellence each and everyday.

As a team, we were able to complete Public Health Inspections during covid outbreaks with full compliance. All covid outbreaks were contained into the small home-areas without significant effects on our residents. We were able to keep families and residents connected with in person visits in private spaces. Our Infection Control team worked exceptionally well to mitigate risk to the home while maintaining environmental cleanliness.

As we look ahead to the coming year, Golden Years will continue to collaborate with our residents, families, team members, and community partners to make our home the home of choice

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

Our residents are considered partners to their own care at Golden Years from admission to discharge. Our interdisciplinary team collaborates with our residents and their caregivers to meet their holistic goals. This is accomplished through discussion and open communication on admission, 6 weeks care conference, annual care conference, physician visits, quarterly PAC meetings, biannual quality meetings and departmental meetings.

We are in collaboration with the Waterloo Wellington Ontario Health team, the Cambridge Collaborative Care Committee Hospice Waterloo for pain and palliation support, Saint Clements Catholic Church for religious and spiritual needs, community PRCs and our dedicated service providers as partners to meet our objective goals as outlined in the quality improvement plan.

PROVIDER EXPERIENCE

Golden Years is one of the highly recommended homes in the Waterloo Region as we have a long history of service to seniors in Cambridge Ontario through our positive public image and strong partnerships within our local, regional, and provincial community. We are fortunate to be supported by peopleCare Communities with their best practice guidelines in LTC operations through high quality policy development. Over the past year, our experience with Public Health and the Ministry of Long-Term Care has been positive, as we strive to ensure compliance in all our daily activities.

The Wellness of our team members are important to us. Our focus has been on recovering strategies as we transition towards a strong future of the psychological health and safety of our frontline heroes. As an organization, peopleCare is prioritizing wellness, and taking actions to help create an environment where everyone has opportunities to focus on their personal wellbeing and reconnecting to our sense of purpose. We have partnership with the Canadian Mental Health Association (CMHC) and Employee Assistance Program (EAP) to support our team members mental health. We created a platform for our team to share their feedback in a survey. We had an outstanding response of 92% participation with the feedback that the recovering strong strategies has been a success.

Strong focus this year is on team members Recognition as we embrace our values of people, professionalism, excellence, integrity, and growth.

WORKPLACE VIOLENCE PREVENTION

At Golden Years, there is zero tolerance for workplace violence. Our Joint Occupational Health and Safety committee program who meet monthly is well established to ensure we are following labor management laws. Annual education for all staff is mandatory to ensure prevention of workplace violence. Leadership has made Employee Incident Report folders readily available for staff access. Each incident is followed up by the departmental leader with immediate action plan to mitigate risks.

Ongoing support to staff includes our Employee Assistance Program. This year, we have a partnership with Registered Nurses Association of Ontario (RNAO) Best Practice Team to provide education on Diversity and Inclusion. This will provide support and resources as well as empowerment to our frontline team members.

PATIENT SAFETY

At Golden Years and the peopleCare community at large, resident safety is of the utmost importance. Our leadership and nursing teams review a daily 24 hour shift report, a daily discussion at interdisciplinary huddle with identified risks is discussed twice a day. Any risk identified during the 24 hour report and daily huddle are immediately intervened and communicated to the residents and families.

We also utilize our internal Risk Management tool to identify residents physical and emotional risks. The Risk Management tool includes required actions to prevent future occurrences.

We complete 6-week care conferences for all our new admissions as well as an annual care conference for all residents. This is an opportunity to identify success and risk areas with the interdisciplinary team, including but not limited to; the medical director, clinical leads, Program and Social service representation, food and nutrition representation, as well as resident and family presence to ensure the resident's overall safety needs are met.

HEALTH EQUITY

Golden Years has always placed focus on health equity. There are no barriers in health inequity as we collaborate with our Community Care Coordinators to assign our beds to a potential resident, as long as we have the clinical expertise to meet their need. We have our Director of Programs, Social Worker, and Chaplain, psychogeriatric, and the interdisciplinary team available to all our residents.

We collaborate with the resident and their care givers to identify their specific social and cultural needs through our Personal Leisure Profile Assessment tool in Point Click Care. We will continue to strive to know all our residents needs and preferences to ensure there are no barriers to the overall health equity.

We will continue our focus on getting to know our residents holistic needs as we welcome them to their new home.

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 **March 27, 2023**

Jenn Killing, Board Chair / Licensee or delegate

Stella Annan, Administrator /Executive Director

Stella Annan, Quality Committee Chair or delegate

Other leadership as appropriate
