

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 20, 2023

peopleCare
communities



OVERVIEW

peopleCare Tavistock is a 100 bed Long Term Care Facility located in the small rural Community of Tavistock in Southwestern Ontario, providing Long Term Care services since 1968. Our Home is currently licensed for 100 residents, but due to restrictions in place for C Class homes, we currently provide Long Term Care services to up to 82 residents. We have a strong focus toward quality improvement that aligns with our organizations mission, vision and values. We strive to embrace quality and to collaborate with our partners to ensure optimal services for our residents, families and our staff team. As evident of our commitments to quality, Tavistock was awarded Accreditation with Exemplary Standing in November 2019. We look forward to the Accreditation process in November 2023.

peopleCare Communities has been awarded one of Canada's Best Managed Companies since 2013. peopleCare Tavistock embraces our core values focused on people, professionalism, integrity, growth, and excellence. We are thankful for the support, leadership and collaboration provided by our Leadership Support Team.

Through the past 3 years of the Covid Pandemic, peopleCare Tavistock is proud of our values-based decision making and the positive impact that this has had on our covid response for residents, staff and families. Through this time we pivoted quickly as a Leadership Team supported by our Leadership Support Team into incident command where our focus was safety and support to our residents, staff and families. We are grateful to be able to shift back to our Quality Improvement agenda in developing plans to support enhanced experiences and Quality of Life for our Residents and families and Recovering Strong Strategy for our staff. This is the primary focus of our Quality Improvement Action Plan for this

year, along with a goal of shifting our culture and philosophy of care to adopting a Palliative Care Philosophy for care and services.

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

peopleCare Tavistock, will focus on the newly developed 'Fixing Long-Term Care Act'; Creation of Quality Committee for the review of data and the generation of the Quality Plan, IPAC Measures for Safety, enhanced Emergency Planning, updated Visitor Policy, updated Palliative Care approach, work towards Direct Care Targets, Updated menus, Air Conditioning throughout the home. We continue to utilize the Resident and Family inter RAI Quality of Life Surveys to identify areas for improvement

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

As an interdisciplinary team we look forward to partnering with our Resident and Family Councils to support our Quality Improvement Objectives listed in our action plan. peopleCare Tavistock has been able to utilize the scores and data from Resident and Family QOL surveys tools to support us in the development of our QIP. We also took to optimize our relationship with the Southwest Region, Ontario Health and our dedicated service providers and community partners to support us in our goals and objectives.

PROVIDER EXPERIENCE

peopleCare Tavistock has a long history of service in Tavistock, and through that time we have developed strong partnerships within our local, regional and provincial community.

peopleCare Tavistock has developed relationships with local Agencies to provide nursing, dietary and environmental support during low staffing situations. We have been successful in recruiting consistent agency staff to provide consistent care and service in the home.

peopleCare Tavistock takes advantage of staffing opportunities such as student placements, PREP LTC, SPE Program through CNO, IEN Placements. peopleCare Tavistock continues to recruit appropriate staff for the Home.

peopleCare Tavistock has conducted an 'Employee Wellness Survey' to assist in the identification of employee wellness needs. The survey identified a need for 'Mental Health Education' as a priority for Wellness. peopleCare Communities have partnered with CMHA to provide education and support towards our Employees Mental Health Wellness and our 2023 Operational Plan Strategy on 'Recovering Strong.'

WORKPLACE VIOLENCE PREVENTION

peopleCare Tavistock has an active Health & Safety and Wellness committee. This committee will assist in ensuring maintenance of a safe and healthy work environment as indicated by acceptable industry practices and compliance with legislative requirements and will strive to eliminate any foreseeable hazards which may result in personal injuries and illnesses, fires, security losses and damage to property. It is the policy of peopleCare that we will identify Health and Safety objectives and goals for the organization. Employee focus for the goals and objectives will be to reduce risks, injuries and diseases in our workplace.

It is the policy of peopleCare to protect the well-being of all employees and residents by providing a work environment that is free of harassment, threats and acts of violence for its employees and residents. A 'Workplace Violence Prevention Program' is in place.

Standard, specialized dementia training for peopleCare Communities staff includes:

- Code-white
- Gentle Persuasive Approach (GPA)
- Montessori methods
- P.I.E.C.E.S.™

Data available and reviewed on a routine basis by our home/organization to support staff safety would be:

- Workplace inspection reports, grievances, and employee assistance support utilization
- Results of workplace risk assessments conducted
- Workload complaints

PATIENT SAFETY

Admission and Annual Care Conferences held with Physician and

Interdisciplinary Team.

Management Meetings review incidents, risks and improvement and action plans developed.

Pharmacy BPMH, on site pharmacy technician, quarterly pharmacy audits, quarterly medication safety management meeting, annual Medication Safety Self-Assessment. Findings and Action Plans shared with and developed with Registered Staff, nursing management and pharmacy.

Annual Resident and Family Satisfaction Surveys conducted.

Feedback provides opportunity to develop plans for improvement.

Resident Council and Family Council – provides avenue to share concerns and develop plans for improvement.

Resident 'Getting to Know You' assessment on admission provides resident information to assist front line staff to develop relationships and prompt interaction.

peopleCare Tavistock has an active 'Falls' Committee who meet on a regular basis to analyze data and develop Falls Prevention Strategies. Falls are a QIP focus for peopleCare Tavistock.

Antipsychotic usage is monitored by our BSO RN, Physician and Pharmacy collaboratively. We continue to remain below the provincial average for antipsychotic usage. Pain scores in the home are monitored via pain assessments and remain below the provincial average. PSW staff complete twice daily checks for skin condition. Any new concerns are reported to Registered Staff, an assessment is completed and a treatment plan is initiated with weekly assessments completed until healed. Physician and/or specialists consulted as required.

peopleCare Tavistock's Clinical Pharmacy Model connects pharmacists directly with residents and staff, and leverages best-in-class software and automated dispensing cabinets. An on-call pharmacist leads the medication reconciliation process to support

higher quality decision making which often results in few residents taking unnecessary medications, which is safer. Expert medication reconciliation is available at any time. Regular and reliable pharmaceutical service is available to provide residents with prescription and nonprescription medications, services and related equipment and supplies.

HEALTH EQUITY

peopleCare Tavistock is dedicated to an inclusive environment for all residents, families, visitors and team members. The Home's Recreation department develops programs celebrating cultural events. Our Home collects information for residents using Point Click Care assessments, our Recreation Assessments, All-About-Me posters and conversations with residents and families at care conferences to assist in the development of the Resident's Care Plan. The Home maintains a list of team members who speak languages other than English, who can support residents and families as a result. The French Language Survey is conducted annually with staff. The Home supports resident programs centred on cultural diversity and inclusion.

CONTACT INFORMATION/DESIGNATED LEAD

Deborah Wettlaufer
Executive Director
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OTHER

peopleCare Tavistock is in the process of rebuilding to a new 128 bed Long Term Care Home. The build will happen on property purchased behind the existing home, enabling the LTC beds to remain in the community of Tavistock. The build is planned to begin in the Spring or Summer of 2023, with a move in date in the fall of 2024

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

Deborah Wettlaufer, Administrator /Executive Director

John Hart, Quality Committee Chair or delegate

Salima Massani, Other leadership as appropriate
