

Continuous Quality Improvement Initiative - Interim Report 2022-23

OMNI Health Care STREAMWAY VILLA Quality Improvement Lead KYLIE MORTON

Overview

At OMNI Health Care STREAMWAY VILLA we believe that each step taken in our quality journey is a step closer to providing our residents with the highest standard of excellent care. Overall, our Quality Improvement goals and objectives are intended to enable change so that improvements can be realized. Our QIP aligns with strategic and operational plans as we focus on change management; creativity in the development and implementation of unique resident programs and fostering a culture of making a difference at the front line.

Our Quality Improvement Program has a strong focus on safety, well-being, and overall quality resident experience.

Setting Priorities

It is recommended that indicators where performance has been below organizational goals or provincial benchmarks be given the strongest consideration. High priority indicators must be closely aligned with organizational strategic priorities and will receive a greater emphasis in terms of change plans and resources for implementation than lower-priority indicators. When results have been sustained at rates that are consistent with organizational goals or performance is at or near theoretical best, a lower priority rating is to be considered.

Calculating Priorities

OMNI Health Care uses a tool called a Priority Calculator to determine which improvements will have the biggest impact on helping to realize its quality improvement goals. The priority calculator helps the Home decide where to focus time and effort on Quality Improvement. This tool enables OMNI to make strategic choices about which quality improvement activities the Home will plan to undertake.

The Priority Calculator lists a set of questions that are grouped into three categories:

- **Impact:** The questions in this section focus on identifying a quality problem that is common, whether it has consequences for residents, if it has an impact on related areas, if there is a gap between the current and desired state, the costs to the organization and if the problem constitutes a business case. (Scale of 1-8)
- **Ease of implementation:** The questions in this section focus on a quality problem for which there is already a good change package, measurement tools available or in use, the successes achieved by other LTC homes and the change ideas that are actionable by the LTC home staff. (Scale of 1-8)
- **Alignment:** The questions in this section ensure that the organization's efforts are focused on a quality problem that is aligned with the provincial priorities, accountability agreements, public reporting and organizational strategic plans. (Scale of 1-10)

The impact and ease of implementation questions are rated on a scale from 1 to 8, while the alignment questions are rated on a scale from 1 to 10.

Alignment questions are given more weight in order to ensure that LTC home leaders focus on quality topics that are aligned with provincial priorities and organizational strategic plans.

The Priority Calculator is reviewed and updated annually, at minimum and posted in the Home on the Quality Improvement Communication Board.

Monitoring and Measurement

OMNI Health Care monitors and measures progress on home specific, organization specific and provincial priorities. Quality Improvement meetings are scheduled monthly and expanded on a quarterly basis to include key stakeholders, including residents, families, and other interested parties. Clinical and non-clinical indicators are reviewed at each meeting and measured against established benchmarks, such as organizational and provincial averages or benchmarks, goals and aim statements. Meeting Minutes, Quality Indicator Reports and Topic Specific Plans are all posted in the Home on the Quality Improvement Communication Board.

Clinical Indicators

OMNI Health Care provides each Home with a comprehensive and comparative quarterly corporate report of clinical indicator data for all OMNI Homes based on the RAI-MDS data for that quarter. The following Clinical Indicators are monitored and measured:

- Symptoms of Delirium
- Use of Anti-Psychotics without a Diagnosis of Psychosis
- Falls
- Stage 2-4 Pressure Ulcer, New Stage 2-4 Pressure Ulcer, Worsened Stage 2-4 Pressure Ulcer
- Daily Physical Restraints
- Pain, Worsened Pain

Topic specific quality improvement plans are developed for any clinical indicator at or above the provincial average.

Non-Clinical Indicators

Each OMNI Home also reviews home-specific non-clinical indicators each quarter. The following Non-Clinical Indicators are monitored and measured:

- Number of ED Visits
- Resident and/or Family Complaints
- Legislative Compliance
- Staffing – 24/7 RN Coverage, Staffing Shortages, Agency Use
- Surge Learning
- Outbreak Status
- Critical Incidents

Resident Experience Surveys

Residents and/or Substitute Decision Makers are invited to participate in a Resident Experience Survey on an annual basis. This survey solicits feedback from residents with regard to the level

of satisfaction with the care and services provided and gives Residents and their families an opportunity to communicate suggestions for improvement to programs and services offered in the Home.

Survey results and the accompanying Commentary Report are reviewed with Resident and Family Councils and posted in the Home. Quality Improvement plans are developed for any satisfaction result of 80% or less, identified as a priority and evaluated by the QI team.

Priority Areas for Quality Improvement

OMNI Health Care STREAMWAY VILLA has identified the following 3 areas as the top priorities for Quality Improvement:

Priority #1 – Resident and Family Engagement

Priority #2 – Recruitment and Retention

Priority #3 – Infection Prevention and Control

Continuous Quality Improvement Process

Quality Improvement is achieved through the Quality Matters Program at OMNI Health Care. Once priority areas for improvement are identified, STREAMWAY VILLA undertakes the process for improvement in alignment with organizational policy and the Model for Quality Improvement, including use of the PDSA (Plan-Do-Study-Act) Cycle.

The following is a brief summary of the QI Plan for these priority areas. Complete plans and are available for review in the Home or by contacting the Quality Improvement Lead in the Home.

Priority #1 Family Engagement

Our goal is to increase Family Engagement in the Home by establishing an active Family Council.

At present, we had a small group of family members prior to the pandemic that were quite involved with the home. Currently, those family members loved ones have passed and we continue to recruit our new families to build a new family council once again. Our LEC is working with resident council and discussing with families to engage in forming a council. The hope is to have a family council in place by fall of 2022.

The plan for improvement includes better promotion and communication and to engage our family members what a family council is and how it can enhance the lives of the residents at Streamway Villa. LEC will send out invites in the monthly billing in August to all family members and encourage them to join us. LEC will also attend the initial meeting to give further details and get the council members excited. We also offer a Zoom link for any family members who are not able to attend in person on the scheduled meeting date. Family Council information is reviewed with the POA during the initial resident admission process along with encouragement to join our quality improvement team. We also secondarily encourage family members to join our teams at the 6-week post-admission conference and yearly after that.

Streamway Villa's goal is to have strong attendance at our quarterly family council meetings.

Priority #2 Recruitment and Retention

At present, Streamway Villa is experiencing challenges in the recruitment and retention of qualified registered staff. With the pandemic, nursing staff crisis province wide and a significant attrition from long term staff members, Streamway Villa is utilizing all recruitment tools to assist us in hiring permanent qualified registered staff. Streamway Villa is registered with CNO/Ontario Health recruitment programs SPEP (Supervised Practice Experience Preceptorship) and we continue to be in communication with them to promote Streamway Villa, OMNI Health Care and the Town of Cobourg. Streamway Villa is currently partnered with numerous local colleges/universities and support regular PSW, RN, RPN's and during their placement. In 2022 we have successfully supported eight PSW student placements. We offered positions to all the students and six of eight students accepted full time permanent employment.

The plan for improvement includes the continuous promotion of Streamway Villa employment opportunities utilizing many different platforms such as Magnus (internal job posting site for colleges and universities in Canada), Indeed, Watton Employment Services (free job postings locally), community newspapers, OMNI way website, social media, and word of mouth. We also work closely with our community partners such as the hospital and other local retirement homes to promote networking between the nursing professions to enhance their skill sets in the different health care settings. Streamway Villa also plans to attend job fairs throughout the year at local high schools, colleges, and universities in hopes of recruiting further employment. The Administrator/Director of Care sits on several local college advisory committees and has presented at two colleges via zoom job fairs for PSW students in spring of 2022.

Streamway Villa's goal for recruitment is to expand our network by exploring new technologies and looking for other opportunities to enhance and recruit qualified employees. Streamway Villa's goal for the retention of current employees is to have a stronger focus with a more detailed and comprehensive orientation program that will provide continued peer support and exceptional leadership to ensure continuous success and growth.

Priority #3 Infection Prevention and Control

At present, Streamway Villa has a designated multi-disciplinary team and an Infection Prevention and Control Lead who is responsible for overseeing all measures related to the program as per the Ministry of Health guidelines. Our IPAC Lead completes daily, weekly, bi-weekly, monthly, and quarterly audits that include the observation and corrective action of infection control practices with our front-line staff. She dedicates time to the surveillance of infection rates within our resident population and determines the plan of action for improvement and communicates these interventions to all employees. The home has throughout the pandemic continued our quality improvement meetings monthly, with a large emphasis on our IPAC program. Our IPAC lead contributes to this meeting and attends all staff meetings to ensure clear IPAC expectations, education, and support. Our IPAC lead has participated in 2 quarterly Medical/Pharmacy Advisory Committee meetings to date and ensures all our practices are transparent and consistent with the required IPAC standards.

The plan for improvement includes continuous participation in educational programs and SURGE learning with all the employees to ensure that the home stays in compliance. If deficiencies are found a corrective action plan will be completed to address and we will monitor for improvement. Streamway Villa will continue to actively audit and observe employee practices to ensure that risks are minimal for transmission of infections. Our IPAC Lead continues her education requirements for CIPAC certification required by the new legislation in September and is looking forward to bringing more improved IPAC standards to the home.

Streamway Villa's goal is to continue being below the provincial average for all infections.

Summary

OMNI Health Care is committed to promoting a Person-Centred culture of quality. Our Quality Matters program incorporates the principles of quality improvement to monitor, measure, evaluate, plan and implement continuous improvement initiatives.

For more information about the OMNI Quality Matters Program, contact KYLIE MORTON kmorton@omniway.ca.