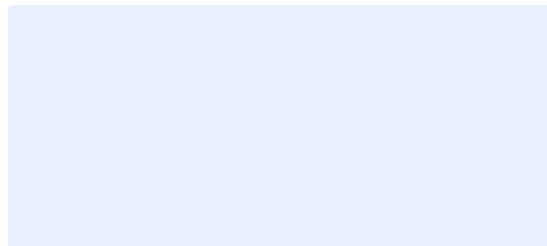


Let's Make Healthy
Change Happen.



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



3/31/2023

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

Millennium Trail Manor is a long term care facility located in Hamilton Niagara Haldimand, Brant network (LHIN), with 160 residents. Millennium Trail Manor employs over 150 staff members and has other support workers that help with care provision. Millennium Trail Manor, as part of Conmed Health Care Group, has engaged residents, families, staff, and key partners to form the four pillars of its strategic plan. The four pillars—leadership in long-term care; people’s first choice; pursuit of knowledge; and advancement of technology—merge together to reflect a resident-focused, quality-driven vision. We have used this vision to develop our quality improvement plan.

In reviewing last year’s plan and progress report on outcomes, we realized that we are on the right pathway for the future. We exceeded our targets for residents taking antipsychotic medications without a diagnosis of psychosis, as we are presently sitting at 22% (2022), compared to 23.2% in 2021 with an Ontario benchmark of 21.4%. We made a significant reduction in the number of residents taking antipsychotic medications without a diagnosis of psychosis at MTM. Furthermore, we have reduced anti-psychotic use by 50% in the last two years.

The worsening pressure injuries have gone up slightly to 3.9% in 2023 QI from CIHI data, compared to the Ontario benchmark of 2.4%. We have strong auditing systems so that we can act quickly on both new and old wounds that are getting worse. In reviewing this increase, we have determined that 38% are acquired prior to admission or following hospitalization.

Reflections since your last QIP submission

Millennium Trail Manor has successfully reduced ED visits by 25% this year and 50% over the past two years. We feel that our residents are best served at home whenever possible. Our attending physicians, in collaboration with our strong nursing management team, have implemented a secure communication system via point-click care (PCC) for prompt conversations with the attending physicians, which results in fast services and quality of care for the residents. Our physicians are able to focus more of their time in house on the clinically complex residents. Through the efforts of our strong care team working together for positive resident outcomes, we have successfully reduced our ED visits. We provided education on UTI (urinary tract infection) to educate all registered staff, unregulated care providers, and family members on the signs and symptoms of UTI, including common treatments within the facility and in hospitals.

Millennium Trail Manor has successfully been accredited by Accreditation Canada, and we are proud of this monumental achievement. The success was possible because of the emphasis that the home management team placed on quality indicators such as pain, falls, pressure injuries, responsive behaviour, restraints/PASD, infection control, and joint health and safety commission. Our quality in these areas has greatly improved, over 70% compared to 2021. These significant improvements were made possible through more audits, education, collaboration with care partners, and a strategic plan for the organization.

Patient/client/resident engagement and partnering

Our team members continue to meet one-on-one with residents and families as the need arises: post-admission and annual care conferences, special care conferences if/when required, family and resident surveys, and family and resident meetings. Millennium Trail Manor’s Resident Council meets at least quarterly. Millennium Trail Manor shall consult with and/or share information with the QI Committee, PAC Committee, and our community partners.

MTM will continue to work with the head office to develop a strategic plan that can be easily implemented at the home level and reflects our mission and vision

statements. The resident survey and survey results will be shared with our resident and family councils and with our community partners quarterly during the QIP and PAC meetings.

We seek input and feedback on all aspects of the home from residents and families during resident and family council meetings, care conferences, and regular interactions. We utilize this information to facilitate changes that benefit our residents and their families and enhance our quality improvement plan. One of the key areas we wanted to focus on for 2023 was improving our responses from the current 86% satisfy rate to 100% in 2024.

Provider experience

Millennium Trail Manor's staff members are dedicated individuals who really love what they do, which is evident in the quality of care they provide to the residents. The pandemic period was so hard on everyone, but the team worked so hard in covering for the sick colleagues so that our residents will always see familiar faces on the floor.

The management team provided an update from the ministry of health and the local public health unit on the direction that we have to follow in mitigating the effects of the pandemic on the residents, staff members, and our support staff. We continue to provide memos, monthly meetings with all staff, and daily care conferences on each floor.

Our favourite way to celebrate success is through shared food and meals. Every Wednesday, we provide snacks for all the staff; once every two months, we provide foods for the staff; and in the summer, BBQs are often provided to encourage them. The holiday season, such as Christmas, is celebrated with many days of gift giveaways, grocery cards, and meals.

Workplace Violence Prevention

Millennium Trail Manor has a comprehensive policy against workplace violence. All staff must complete annual education on workplace violence and harassment through a Surge Learning website and sign an annual reaffirmation that they have reviewed and understand workplace violence and harassment. The workplace violence and harassment is available through the home's online education and training program for families within the home. We investigate all reports of violence and harassment at work and come up with plans to reduce and stop violence and harassment at work.

We work together with the union to ensure a safe workplace for all. In 2022, the home's management team completed an in-depth investigation arising from complaints filed by staff, and some of the complaints were dealt with under the workplace violence and harassment policy.

Patient safety

Millennium Trail Manor's management team takes communication seriously, especially during the pandemic. We have provided support to our stakeholders to embrace technology through email, virtual meetings using Team, Zoom, WebEx, and Google Meet. A ROBO call via Clinical Connect was used to update all the family members on events going on in the home and provide information on any new tasks or services that are introduced to the residents. Other forms of communication include automated phone messages and a social media presence. Supporting residents with communication with their family members through the use of FaceTime on their iPads has been a priority since the pandemic started, and we still keep doing that to date.

The family and resident council meetings are another way to talk to them about what's going on in the home, like accreditation, ministry inspections, and new service providers like a foot care nurse, a dentist, and a mobile X-ray unit.

The QI committee meets regularly to review all quality indicators and ensure the quality improvement plans are a work in progress. The Professional Advisory Committee (PAC), which is an inter-professional team of clinical and non-clinical membership review and provide recommendations on a quarterly basis.

Health equity

Millennium Trail Manor works closely with partners in the community to plan and carry out quality improvements for the residents' benefit and to improve care continuity. We work with the Niagara Falls Community College so that students can do their clinical placements at the facility and help train the people who will be working in health care in the future.

The home will continue to engage the residents in order to know what they want and how the care should be provided. Using surveys as a way to get people involved will help the city provide better services that are more useful to the people who live there. In the 2022 and 2023 surveys, 86% of the residents indicated they are being listened to and have no fear of retaliation when they voice their concerns to staff. Our goal is to attain 100% satisfaction in these areas.

Contact information/designated lead

Olasupo Ayeni Administrator /Executive Director, Millennium Trail Manor

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

Board Chair / Licensee or delegate Neil Simon _____ (signature)
Administrator /Executive Director Holly Rogers _____ (signature)
Quality Committee Chair or delegate Grace Zhang _____ (signature)
Other leadership as appropriate Belinda Graye _____ (signature)