

Let's Make Healthy
Change Happen.



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



VALLEY PARK LODGE
A DIVISION OF CONMED HEALTH CARE GROUP

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

Valley Park Lodge is a 65 bed long term care home which is one of the homes owned by Conmed Health Care Group Inc. We currently have beds for 47 residents as per the directive of decreasing ward beds. Quality improvement is in the forefront of our home and as we look for ways to improve our services we involve the residents, families, and staff. This year we are part of the new Accreditation Canada process, which is also a tool we utilize as part of our quality improvement and is in line with the Conmed corporate strategic plan.

This year has been a year of change with the new Fixing Long Term Care Act and Regulation of 2022. We have been focused on learning and improving to be compliant in meeting the new standards. We have also met the standards as set out in the Long Term Care Service Accountability Agreement (L-SAA) of 2022-2023. The LHIN L-SAA for 2023-2024 is just in the process of being signed for the coming year.

Our collaborative community partners have been a great source of support for our management team and residents. Working with BSO this year has made a very positive impact with the residents. All of our community partners, such as Public Health, CareRx Pharmacy, Sunshine Housekeeping and Laundry services, Life Labs, Niagara College, and others have helped us so we could continue providing the best possible care to our residents. This year we have had some positive outcomes in our QIP and also areas we are continuing to work on to see even better outcomes. Our success can be attributed to our management, staff, residents, families, and partners who have all worked together to support our Quality Improvement Practices.

Reflections since your last QIP submission

The past couple years have had challenges for all LTC homes and we are no exception. As we reflect on specifically this last year we are pleased with our accomplishments and recognize there are more improvements to continue working on.

ED visits had come down but this year proved challenging as we admitted residents with higher comorbidity levels and required visits to the ED. Also, our physicians need diagnostic supports in order to provide the best possible treatment plans, which required residents ED visits. Our goal is to decrease the ED visits this year.

We did not meet our goal for our number of falls, but we did not have falls with severe injuries. There are a couple of residents who have been trying to maintain their independence and have had multiple falls without injury. Our goal is the prevention of injury so we have been successful. We still have a goal to decrease our total number of falls this year.

We have had great success in decreasing our number of antipsychotic medication without a diagnosis usage. Last year we were at 25.99% and this year down to 19.58%. This year our goal is to decrease our numbers further, as our team works together.

Our residents and families continue to be very satisfied with the care they are receiving and are very involved in the quality programs.

Patient/client/resident engagement and partnering

Valley Park Lodge is very pleased to say we have had families and residents involved in our Quality Improvement Program since 2018. Unfortunately the pandemic interrupted the great work we were doing. Our residents and family members are involved in our QIP committee. We have had some members change due to residents no longer with us, but we are very pleased that other families and residents have stepped up and want to be involved. We value their involvement in the QIP of Valley Park Lodge.

Our residents have a strong Resident Council, which is very active in our home. Many times they come up with great ideas for programs, activities, and ways they can give back to the community. The Family Council has also been a strong committee, but recently going through a change in membership, but this has not diminished the involvement of family members participating in our day to day activities.

During the pandemic we have had many family members as Essential Care Providers, who have gladly participated in training, and education on IPAC procedures and have been a driving force in keeping our residents safe and following IPAC protocols. We are sure this will continue and new family members will be educated.

This year we will focus with the families on education related to ED visits, and how we can prevent sending residents to the emergency department when we can manage their care needs in our home.

Provider experience

Valley Park Lodge has a great team of staff in nursing, dietary, recreation, maintenance, management, contracted services, physiotherapy, pharmacy, who have shown their dedication to our residents by going above and beyond in the wake of this pandemic. The nursing team of regulated and unregulated staff, who work 24 hours a day, have consistently demonstrated the team effort to provide services in order to maintain the highest quality of care.

We have been fortunate to not experience the severe staffing shortages, which have impacted many LTC facilities. Valley Park is an older facility and due to the decrease in ward rooms our resident population has decreased. This has enabled our staff to maintain a good level of care for our residents with our staffing compliment.

At Valley Park Lodge we value our staff and have tried to provide for them an environment which is supportive and flexible. The last couple years have been very stressful for the staff, and their families as they have worked through outbreaks. We have encouraged good infection control practices to keep the staff safe while working. There has been support for staff through our Wellness Committee to create fun at work and promote wellness. We also provide staff with information regarding mental health supports in the local region.

Our staff are our most valuable asset and without them we would not be able to continue to provide the quality of care to our residents.

Workplace Violence Prevention

Conmed Health Care Group, of which Valley Park Lodge is a part, has a very comprehensive Health & Safety program and policies. The management and staff participate in annual education of policies relating to all types of Workplace Violence and Harassment. Any and all workplace violence and harassment complaints are investigated in a consistent manner by senior and corporate managers.

This year, all administrators had additional training in violence & harassment in the workplace due to the many changes and diversity of our employees. The laws have changed and our company felt it was beneficial to increase the awareness of these changes. Also, our company being proactive had managers take a course in Sensitivity training. Our employee population has become very diversified over the past several years. Training relating to these subjects is to everyone's benefit to have a good understanding to aid in the prevention of workplace violence and harassment, bulling with the ability to bring about conflict resolutions.

At Valley Park Lodge we have a Wellness Committee for staff, in which they come up with ideas to increase morale to help decrease the stress. We encourage staff to come forward with concerns as we have an open door policy. Our staff information bulletin board has information relating to mental health and addictions, with information of where help is provided.

Patient safety

Valley Park Lodge is pleased to say Patient safety is a priority. Our Quality Improvement Committee (QIP) includes residents and families who bring their concerns, and suggestions for improvements to our home. We have annual training through our training platform, which all staff participate in, and modules for families also.

The last couple of years, safety has become multifaceted as it is not just about Fall prevention, but also relating to Infection Control and protecting our residents through our IPAC program. Every department has had education relating to the prevention of disease transmission, wearing PPE, cleaning, and screening. We have also included families and residents in our education. Through the Resident Council and Family Council there has been education provided to both residents and families. We have education for the Essential Care Givers so they are aware of the responsibility they have and that we take seriously to protect our residents.

Through our multidisciplinary care conference with families and residents we are able to here first hand of any concerns, comments, regarding the safety or care of the resident. Our communication is open and we are able to share with the family what we are doing to mitigate any potential safety issues we have identified, and to get their opinion. Through this dialogue we are able to have a plan of care for the resident which meets their needs.

Health equity

Valley Park Lodge provides the best possible health care for everyone. Each resident is an individual and we look to the family and resident to gain an understanding of the needs of the resident by knowing more about their life such as, likes, habits, background, language, beliefs, religion, sexual orientation, culture, and, their wishes.

We have had residents from different cultures, and we take the time to learn about them to better understand them. Our goals are to not only look after the physical person, but also the emotional, spiritual, and cultural person. We have used a template of "I AM who I AM" so each person who interacts with the resident can be aware of a few basics to open conversations and to understand the resident.

Valley Park Lodge has had a variety of residents with different languages and dietary requirements which we accommodate. We include the family in helping us to know and understand the different cultural requirements and preferences of the resident.

At this time, we have not had the need to keep a data base of our residents, but we will be going forward.

Each individual is important, and it is our responsibility to learn about them and to establish the best quality of care, and quality of life possible for them.

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 Cindy Harbridge _____ (signature)

Quality Committee Chair or delegate Grace Zhang _____ (signature)

Other leadership as appropriate Belinda Graye _____ (signature)