

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 25, 2024





OVERVIEW

In 23/24, Brucelea Haven focused on developing a framework for Quality Improvement and increasing our capacity for QI initiatives within long-term care. We were able to update and review policies and procedures and educate staff on where and when to locate these resources. We were able to successfully recruit and onboard a full-time Attending Nurse Practitioner to support further efforts of improving communication and care for residents, aiming to limit unnecessary emergency room visits and physician time.

Through our QIP, this year we will continue our focus on having all frontline care staff trained on the Gentle Persuasive Approach and sharing the resources within our embedded BSO team to support the increasing responsive behaviours within the home. Additionally, we will be focusing on having 40 staff trained on "The Path: Your Journey through Indigenous Canada".

This is an exciting year for Quality Improvement within Brucelea Haven. With a strong foundation developed through our policies and procedures, we are able to focus on specific initiatives to improve experiences for our residents, staff, and families.

ACCESS AND FLOW

Brucelea Haven and Bruce County Long-Term Care homes are engaged in partnerships across care sectors, led by the Grey-Bruce OHT to discuss transitions in care. This partnership has created a space for interprofessional collaboration, and important discussions on the challenges of each care sector, and the overall impact on resident/patient/family experience. Through this group's work, we have identified areas for growth and quick wins, including developing and sharing contact lists across sectors in the region.

At Brucelea Haven specifically, we have hired a full-time Attending Nurse Practitioner, who has been able to provide timely access to care and treatment for our residents. The work of the NP has enabled a positive flow of communication between our nurses, families, and the residents. Timely access to primary care has been a struggle within long-term care in general, and with a dedicated Nurse Practitioner, this burden has been significantly eased.

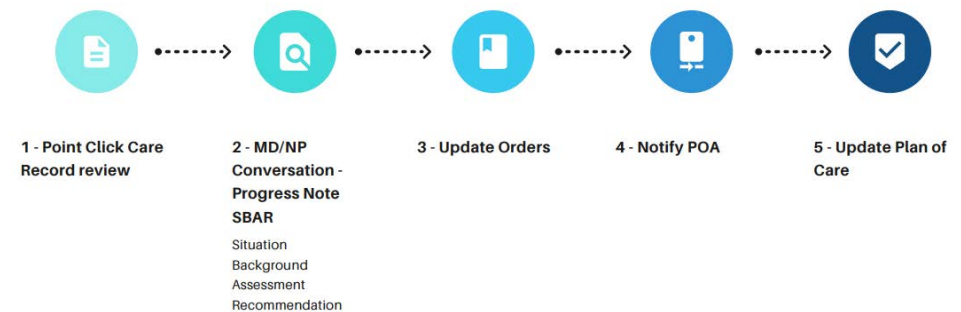
PROTOCOL: REPORTING AND COMMUNICATION

VIII-A-10.00 SBAR - Communicating with Interprofessional Team Triage Using CTAS

	Level 1	_____	Critical (911) - Life-threatening conditions.
	Level 2	_____	Emergent - (Call MD or ER) Potential threat to life or limb. (If unable to reach MRP/NP within 5 min call ER)
	Level 3	_____	Urgent - Requiring emergency intervention. Call MD/NP if unable to reach MRP/NP within 90 min call ER
	Level 4	_____	Less urgent - Benefiting from intervention, (Fax MD - Expect a response within 24 hours, if there is no response telephone call the Physician) eg. Constipation, a small amount of rectal bleeding, potential dehydration.
	Level 5	_____	Non-urgent - To be addressed during rounds. MD Book eg. Minor laceration, sore throat, bug bite.

PROTOCOL: REPORTING AND COMMUNICATION

VIII-A-10.00 SBAR - Communicating with Interprofessional Team Documentation



EQUITY AND INDIGENOUS HEALTH

Bruce County and Brucelea is progressing through a comprehensive Indigenous Reconciliation Planning Initiative, featuring phased delivery of training courses and the development of a Reconciliation Action Plan (RAP).

Brucelea Haven has prioritized education and training for our front-line staff and is committed to ensuring all full-time front-line staff participate in the training by year end. Through education and training, Bruce County is building a common foundation for reconciliation through increased Indigenous cultural understanding and awareness across the organization. The County is taking a phased approach to education, with all staff receiving foundational Indigenous cultural awareness training.

Bruce County's unique Indigenous Reconciliation Action Plan will be developed through collaboration with Indigenous communities, to help the County develop more specific goals and objectives for reconciliation, which will be determined through the planning and engagement process. This will guide Bruce County along the pathway towards reconciliation and renewed relationships with Indigenous peoples and communities in the County.



The Path
Your Journey through
Indigenous Canada



PATIENT/CLIENT/RESIDENT EXPERIENCE

To boost satisfaction, we've set up a plan to gather feedback and act on it promptly. During resident care conferences, we highlight positive experiences shared in satisfaction surveys, promoting a positive atmosphere. We also hold meetings twice a year with residents, families, and staff to discuss improvements and survey results.

When we get feedback from annual satisfaction surveys, we turn it into action plans for each department and share these plans with everyone involved. We're transparent about what changes we're making based on the feedback we receive. This year, we will be integrating a new software to help with our analysis of the satisfaction survey data as well as utilizing a tool that is peer-reviewed and provides consistency throughout our organization.

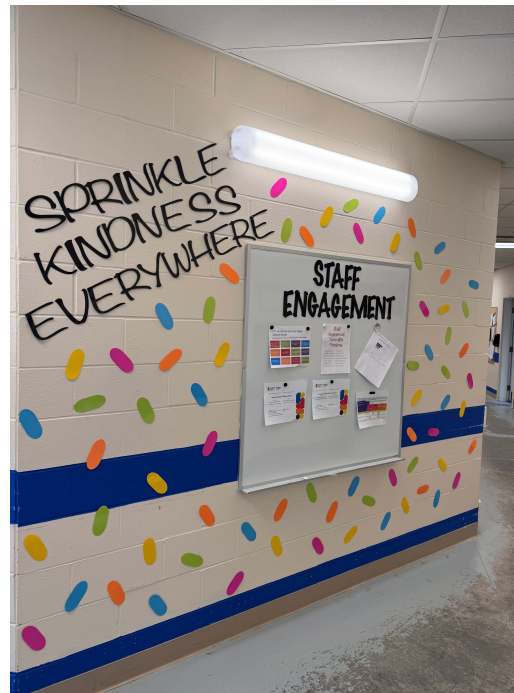
At residents' council meetings, we address any concerns within 10 days, ensuring residents' voices are heard and acted upon quickly.

These steps help us continuously improve and make sure everyone in our community feels heard and valued.



PROVIDER EXPERIENCE

Brucelea Haven is committed to enhancing the positive work culture within the home, in addition to recruitment incentives, our staff engagement committee is actively working on improving “joy in work”. This is being done through improving communication resources for staff accessing information and support, kindness campaigns and enhanced recognition programs, and general staff engagement in home festivities. Managing the current health workforce challenges is a collaborative effort within the County, and we are leveraging supports through our HR department, as well as having hired a scheduling consultant firm to assess our existing scheduling processes and enhance areas that require improvements in efficiency.



SAFETY

Brucelea Haven is implementing additional safety measures to our emergency medication box, eBox will enhance safety by enhancing accuracy and efficiency for nurses when starting a new medication. It will minimize med errors. Increase security by monitoring access control. The tracking and monitoring will allow for seamless re-ordering, never running out of medication because someone didn't re-order.

We are making improvements to our falls program through comprehensive tracking and analyzing of data, as well as replacing all of the falls mats. This is an area we are continuing to work on this year and have included it within our QIP.



POPULATION HEALTH APPROACH

Brucelea Haven is involved with organizations across the Grey-Bruce OHT to support transitions in care, through the transitions working group, we will continue to engage in meaningful conversations and discussions on how to reduce barriers and improve flow and access to care.



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

Board Chair / Licensee or delegate

Administrator /Executive Director

Quality Committee Chair or delegate

Other leadership as appropriate
