QIP Narrative – Simcoe Manor





February 2024

Overview

The County of Simcoe's Health and Emergency Services Division is committed to providing high quality, resident centered care and services that improve every resident's quality of life. It is our vision to work consistently within our Long-Term Care and Seniors Services (LTCSS) sites to create standards that ensure safe care and enhance the resident's quality of life.

Throughout all our quality improvement initiatives we strive to engage and collaborate with staff, residents, and their families to continuously improve our services while showing respect, dignity, and compassion in all that we do. Our ongoing commitment to quality is reflected in our mission "to provide effective, high quality, safe and efficient long-term care services in a home-like setting for the clients and families that we serve". The County of Simcoe's LTCSS quality improvement goals are aligned with the County of Simcoe's vision, mission, core values and strategic direction; as well as with the Long-Term Care and Seniors Services mission and core values, and demonstrate that we are committed to providing safe, high-quality resident centered care and services.

Simcoe Manor's Quality Improvement Plan demonstrates our commitment to improve quality and outlines strategies for ensuring patient safety, delivering optimal care, and achieving high resident satisfaction. Our Quality Improvement Plan (QIP) for 2024-25 focuses on our objectives to provide high quality resident care and services that are safe, effective, and resident centered. It aligns with the provincial publicly reported priority issues and associated indicators for the long-term care sector identified by Ontario Health, Ministry of Health, and Ministry of Long-Term Care with input from partners as key determinants of resident safety and supporting the quality of care in Ontario. It serves as our roadmap and identifies opportunities to implement changes in practice to achieve better outcomes and meet resident expectations. Our QIP supports our strategic directions to achieve excellence, enable growth and build successful relationships with key stakeholders. It is aligned with our Long-Term Care Service Accountability Agreement (SAA), our balanced scorecard goals and with our accreditation body's required practices, standards, and recommendations.

The QIPs for 2024/25 will focus primarily on the following four (4) priority issues identified and will be used to measure the performance of the LTC Home:

1. Access and flow

- Rate of potentially avoidable ED visits for long-term care residents (number of resident ED visits is measured and tracked on our balanced scorecard)

2. Equity

 % of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education (staff education is measured and tracked through our education system)

3. Experience

- Do residents feel they can speak up without fear of consequences? / Do residents feel they have a voice and are listened to by staff? (resident satisfaction is measured and tracked through our satisfaction surveys)

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4. Safety

- % of long-term care residents not living with psychosis who were given antipsychotic medication (Antipsychotics – number of antipsychotics prescribed in the absence of the associated diagnosis is measured and tracked on our balanced scorecard)
- % of long-term care residents who fell in the last 30 days (total number of falls is measured and tracked on our balanced scorecard)

The County of Simcoe's Quality Improvement Plan demonstrates our commitment to improve quality and outlines strategies for ensuring patient safety, delivering optimal care, and achieving high resident satisfaction. Our quality improvement efforts include the following:

- 1. To reduce falls.
- 2. To reduce the worsening of pressure ulcers.
- 3. To receive and utilize feedback regarding resident experience and quality of life
- 4. Early identification of Palliative Care needs through comprehensive and holistic assessment
- 5. To reduce worsening symptoms of depression
- 6. To reduce residents with pain
- 7. To reduce use of antipsychotics in the absence of psychosis

The Quality improvement metrics from our balanced scorecard include the following measurements to improve patient, resident, and family experience outcomes through interprofessional, high-quality care:

- Falls Total number of falls
- Wounds Number of Residents who had a pressure ulcer
- Resident satisfaction surveys Overall, I am satisfied with the care and services provided in Home
- o ED Visits Number of Resident ED visits
- Depression Residents with depression and worsening depression
- o Pain Residents in pain and with worsening pain
- Antipsychotics Number of antipsychotics prescribed in the absence of the associated diagnosis

Our quality improvement success included enhancing the tracking of the balanced scorecard which has been in place since 2021 and continues to be improved on a regular basis to achieve improvements in the quality of care to our residents.

Access and Flow

Access and flow of care in the right place at the right time is assessed through optimizing system capacity and timely access to care to improve the outcomes and experience of the care we provide for our residents. Our improvements to access and flow include continuing to work in partnership across care sectors on initiatives to avoid unnecessary hospitalizations and avoid visits to emergency departments through new models of care and by ensuring timely access to primary care providers. The quality improvement metric we are using to measure this priority

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issue is rate of potentially avoidable ED visits for long-term care residents. The number of resident ED visits is measured and tracked on our balanced scorecard and reviewed monthly with our nursing and leadership teams.

The improvements we are working on to support resident access to care in the right place at the right time include educating LTC staff, residents, and families about the benefits of and approaches to preventing emergency department visits. We are also working on enhancing palliative care supports within the long-term care home with monthly palliative care meetings. We are also accessing and maximizing virtual and electronic solutions and working across the sector with digital health and project Amplify.

Equity and Indigenous Health

Ontario Health is committed to improved and equitable outcomes to reduce health inequities across the province, aligned with this priority our LTC Home has included planning and training for Equity, Inclusion, Diversity, and Antiracism for our staff. This year we are going to continue tracking resident satisfaction to evaluate health equity. In support of providing health equity and advancing awareness, mandatory equity training with Canadian Centre for Diversity and Inclusion (CCDI) on gender diversity was provided to all managers (#ITSTARTS with Diversity Ambassador Training). The opportunity for staff to take part in this training was also offered. The training sessions provide an overview and opportunity to raise awareness about multiculturalism and reducing racism and discrimination in our communities.

The quality improvement metric we are using to measure this priority issue is the percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education. Staff education is measured and tracked through Human Resources.

The quality improvement initiatives we are working on that are driving equity and Indigenous health and Indigenous cultural safety initiatives include the Simcoe County Local Immigration Partnership in advancing diversity awareness in Simcoe County and providing Diversity Ambassador training sessions to gain valuable tools to lead the way in promoting inclusivity in the workplace and our communities.

Patient/Client/Resident Experience

In the past year we have experienced an increase in partnering and relations with residents. As a result of the pandemic one of the challenges we experienced was limited visiting. This challenge made us more aware of maintaining contact and we were able to do that through virtual methods. Our organization is acutely aware of social isolation and want to ensure that our residents do not feel socially isolated. As a result, we now have a better way of tracking family involvement and their connection to enhance the resident experience and to better track connection with the residents. An example is the Activity Pro Family Portal. We also became more aware of resident needs during this pandemic as families were not able to be as present physically. The ability to react appropriately was achieved through the home team taking a more active approach. We became more in tune with the resident's psychosocial needs during this

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time. The improvements we are working on for patient/client/resident experience include the introduction of our social work program and year two of our expansion to program and support services department.

The quality improvement metrics we are using to measure the experience priority include the following questions: Do residents feel they can speak up without fear of consequences? Do residents feel they have a voice and are listened to by staff? Resident satisfaction is measured and tracked through our annual satisfaction surveys and the action plan from survey results.

Our quality improvement work will continue to focus on providing safe, high-quality resident centered care and services and include our learnings throughout the COVID-19 pandemic. Experience information from surveys, family and resident council committees or other feedback received about care experiences and quality of life will be incorporated into improvement activities through an action plan.

Provider Experience

As a result of burnout and decreased staffing levels, our organization's Recruitment and Retention Committee is working to build schedules that meet staff needs and make improvements to the County of Simcoe environment to make it a safe and desirable place to work. In addition, frontline staff are presented with information and included in discussions to identify opportunities for improvement.

The County of Simcoe is committed to working with its employees to promote a violence-free workplace that provides a safe work environment and takes all reasonable and practical measures to prevent violence and protect employees from acts of violence. Training is a critical part of the violence prevention policy/program. Providing appropriate training informs employees that The County of Simcoe will take threats seriously, encourages employees to report incidents and demonstrates the Corporation's commitment to deal with reported violent incidents and/or potential risks of violence. The County of Simcoe takes reasonable preventative measures to protect employees and others in County workplaces from workplace violence and ensure that workplace violence risk assessments are completed, reported, and communicated. Addressing violence and incivility in our organization, creates safer environments for our staff and improves our patient care.

The improvements we are working on for provider experience include Park Lane first aid reporting and dashboard available for incidents, the occupational health and safety nurse and corporate wellness committee.

Safety

The mission of the LTC home is to provide effective, high quality, safe and efficient long-term care services in a home-like setting for the clients and families that we serve. Resident Care Conferences are held to ensure resident safety. The care team reviews each resident's individual care requirements within six (6) weeks of admission, on an annual basis and as needed to evaluate care and programming. Residents and/or their Power of Attorney (POA) are

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invited to participate in this process to discuss any problems or concerns they have and review the care plan. Families are invited to attend at the discretion and consent of the competent resident. The object is to provide optimal quality of life for each resident. Additional meetings are regularly held to ensure resident safety, which include the Joint Health and Safety committee (with front line staff, maintenance, program health and safety supervisor) and Home Quality and Resident Safety meetings (with management, staff, residents, and families).

The quality improvement metrics we are using to measure this priority issue are the percentage of long-term care residents not living with psychosis who were given antipsychotic medication. The number of antipsychotics prescribed in the absence of the associated diagnosis is measured and tracked on our balanced scorecard. The second metric we are using to measure this priority issue is the percentage of long-term care residents who fell in the last 30 days. The total number of falls is measured and tracked on our balanced scorecard.

Population Health Approach

Population health-based approaches involve a focus to include taking the initiative in meeting the needs of an entire population. This includes providing proactive services to promote health, prevent disease, and help our residents live well with their conditions in every interaction with the health system.

The initiatives we are working on to support population health-based approaches for our residents include offering Respiratory Syncytial Virus (RSV) vaccinations and investing in diagnostic equipment. In addition, partnering with Ontario Telemedicine Network (OTN), Behaviour Supports Ontario (BSO) and the Alzheimer's society for use as a source of information and training. We are also working as a coordinated team with Ontario Health Teams (OHT) to provide a new way of organizing and delivering care that is more connected to patients in their local communities (South Georgian Bay, Barrie, and Area, and Couchiching).

Contact Information

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Designated Lead

LTC Home	Simcoe Manor
Administrator	Janina Grabowski
Project Coordinator	Jacqueline Berchtold
Decision Support Coordinator	Alex MacMillan

Abbreviations

Abbreviation	Description
BSO	Behaviour Supports Ontario
CCDI	Canadian Centre for Diversity and Inclusion
ED	Emergency Department
LTC	Long Term Care
LTCSS	Long Term Care and Seniors Services
OHT	Ontario Health Teams
OTN	Ontario Telemedicine Network
PCC	Point Click Care
POA	Power of Attorney
QIP	Quality Improvement Plan
RSV	Respiratory Syncytial Virus
SAA	Service Accountability Agreement

Sign-off

I have reviewed and approved our organization's Quality Improvement Plan (QIP):

Basil Clarke	Warden COS	BULL
Jonathan Magill	County Clerk	Jonath Majell
Jane Sinclair	General Manager Health & Emergency Services	
Janina Grabowski	Administrator Simcoe Manor	Janina Grabowski

2024/25 Quality Improvement Plan for Ontario Long Term Care Homes

"Improvement Targets and Initiatives"

Simcoe Manor Home For The Aged 1110 HIGHWAY 26, Midhurst , ON, L0L1X0

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