

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

February 12, 2025

OVERVIEW

The Ottawa Grace Manor staff and Management team continue to strive towards excellence in care with a vision to be ranked among the best Long Term Care homes in Ontario.

We continue to be invested in a safe, infection free environment which involves a diligent screening processes as well as enhanced PPE and hand hygiene education for all staff and visitors.

Positive changes continue to be seen as we strengthen resident and family involvement in the circle of care. We are blessed to have representatives from all departments, residents, and family members participate in our QIP committee.

Grace Manor continues to serve the spiritual needs of our residents, thru the ministry of presence, and programming. We have a continued partnership with surrounding Spiritual communities.

For this QIP plan we are focusing on the following.

1. falls reduction with educations and collaboration with staff, residents and family members. Goal 20 or less falls a month.
2. Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education. Focus on Indigenous Cultural Competency.
3. Reduction of antipsychotics medication.
4. Improved dining experience.
5. Recreation activities , tailored to suit diverse demographic needs and abilities of residents.

We are collaborating with RNAO in the development and implementation of assessment protocols focusing on delirium, pain, falls prevention and resident centered care.

Ottawa Grace Manor is currently working to enhance assessments for palliative and end of life care.

We are proud of our achievements over the last year.

The addition of a third Behavioural Support PSW, has allowed for assessments to be completed on admission and with a change in health status preventing escalation of responsive behaviours. The restorative program was revised to have Registered Staff create and complete programs resulting in improvement in resident independence/outcomes. We consistently have 10 to 12 residents on the program at all times.

We are fortunate to have an IPAC nurse who is an essential part of our team. IPAC collaborates with public health, staff, resident, family and physicians to ensure residents are assessed quickly and efficiently.

We have obtained an Abbott ID Now allowing access to swab results within 15 min and allow for quicker isolation precautions preventing spread of outbreak facility wide.

Addition of the Assistant Director of Care has allowed for increased focus on resident needs, staff education, while striving towards improved excellence in care.

Ottawa Grace Manor has three coaches certified in Gentle Persuasive Approach. This has helped us accomplish education on GPA and Stop and Go approach's while focusing on resident care and staff safety.

In collaboration with the Ottawa hospital, the Nurse practitioner

program is successful with an increase in resident assessments.

Going forward Ottawa Grace Manor will continue to strive towards excellence in Resident/Family Centered and safety focused care.

ACCESS AND FLOW

One of our 2025/2026 QIP goals is to have an improved palliative care assessment with collaboration from RNAO

We will continue with the following measures:

1. Palliative Care assessment.
2. End of Life and Palliative Care assessments(education, training and implementation to all Registered Staff).
3. The Multi disciplinary team will continue to educate and support

EQUITY AND INDIGENOUS HEALTH

Ottawa Grace Manors Mission, Vision and Values as well as Resident Bill of Rights are reviewed regularly and posted throughout the home.

Ottawa Grace Manor has processes in place to address concerns presented from residents, family members and staff in a timely manner. This is accomplished thru our Complaint/Suggest and Critical Incidents policy, and follow up at Resident Council.

Staff complete yearly education on:

Workplace Harassment Discrimination and Violence Prevention
Ontario Human Rights Code and the AODA
Mandatory Reporting and Whistle Blower Protection
Call it Out: Racism, Racial Discrimination and Human Rights
blind spots

For 2025/2026 Ottawa Grace Manor will enhance staff and management education by adding education on Indigenous Cultural Competency

PATIENT/CLIENT/RESIDENT EXPERIENCE

With input from Stakeholder Impact Survey 2024 and resident and family surveys the team at Ottawa Grace Manor were able to work together with a representative from family council to develop a strategic Plan for 2024-2027.

With current strategic Plan the focus will be on:
Relaunch Volunteer Program :

- 1.to Adapt OGM volunteer program to new TSA framework.
2. Identify and recruit volunteers into key roles to assist residents.
- 3.To rebuild onboarding process and the approach to training while designing effective engagement strategy

Align Resident Interest with Activities that will bring them joy:

1. to evaluate the effectiveness of current activities while customizing activities for different demographic needs and resident abilities.
- 2.The promotion of more autonomy for residents .
3. Implementation of activities tailored to suit diverse demographic needs and abilities of all residents
- 4.Residents have the freedom to choose activities that enhance their well being and quality of life.
- 5.To promote more autonomy for higher functioning residents.

To Enhance Dining Experience:

- 1.Recruit Food Committee Volunteers
2. evaluate resident food preferences.
- 3.To create a calm environment during mealtimes .
- 4.All 5 home areas are to be actively participating on the food committee.
5. OGM to have a better understanding of food preferences to assist with menu planning.
6. Residents to experience a pleasurable dining atmosphere with minimal noise and less chaotic service.

PROVIDER EXPERIENCE

Working short staffed and recruitment of staff continues to be a struggle. By reviewing staff survey results was key to create a Culture of Appreciation and Wellbeing while fully understanding what impacts employee wellness at OGM:

1. to understand what impacts employee wellness at Ottawa Grace Manor.
2. to assess and implement employee appreciation strategy.
3. development and implementation of an employee wellness plan.
4. appreciation strategy to be implemented and carried out.

The challenges over the past year are:

- 1 Staffing, ensuring staffing is adequate to meet the resident care needs.
2. Staff burn out and exhaustion.
3. increase sick calls
4. workplace injuries

To increase Human Resources Capacity by:

1. reviewing stability options for weekend shifts
2. to have full compliment of staff at critical times
3. to achieve consistent staffing on a daily basis.
4. Best students in the class are identified and retained.
5. To implement: attendance management program

SAFETY

Resident safety continues to be a major priority.

To ensure safety for all residents, staff are provided with education on current and new policies . The following are practices that we continue to provide education:

1. Restraint reduction why we are a no restraint home.
2. Pre - Emergency Room Transfer Checklist, S BAR and assessment completed prior to sending a resident to hospital.
3. Medication Incident and Follow up Forms, discussion of any medication errors at quarterly Ethics and PAC Meetings
4. RNAO addition of post fall assessment, device review.
5. Skin and wound education and assessments.
6. Education on IPAC (PPE/Hand hygiene for staff, visitors and residents)
7. Post admission and post hospitalization audits are completed.
8. ADT to ensure enhance communication between hospital and OGM.
9. Pain Management on going education with implementation of new assessments to ensure accurate and daily pain assessments are completed.

PALLIATIVE CARE

To deliver the highest quality of resident care during palliation is our priority. This will be accomplished :

1. discussions/education that includes resident and family at annual care conferences, to encourage open discussion and obtain knowledge of expectations.
2. Collaboration with RNAO, to educate and implement an improved palliative assessment.
3. PPS scale completed on admission, and with any change in condition

POPULATION HEALTH MANAGEMENT

Having Partnerships with many health care organizations is vital in ensuring resident care needs are met. Partnerships with:

NLOT (NP) program & physicians – OGH as allowed for increase of physicians in the home with weekly additional visits from Resident Physician learning about LTC and residents needs.

ROH – BSO support, with the addition of a third BSO in the home allows for additional support to residents and the team with responsive behaviours

FCO e bulletin

Champlain Region LTC Meetings

Regional IPAC Meeting

Cultural Homes Consultation Meetings

OH at Home/LTCH Liaison Meetings Eastern

Ontario Health All System Partners Meetings

Clinical Pathways Community of Practice

Region 7 Advantage ON Meetings

LHIN

RNAO

CONTACT INFORMATION/DESIGNATED LEAD

Fawn Furey Director of Care

fawn.furey@salvationarmy.ca

613 722 8025 extension 101

Reviewed with Resident Council Feb 25, 2025

Provided to Owen and Yolanda Resident Council Feb 12 2025

Reviewed with Quality Team March 4 2025

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
