



The Salvation Army Ottawa Grace Manor Quality Improvement Plan 2024 (October-December)

Giving Hope Today

Objective: Quality Improvement Team will meet quarterly, unless otherwise indicated by the Designated Lead. Team will review indicators, implement changes, and evaluate quality improvement strategies.

The team consists of representation from Nursing, Spiritual Care, Life Enrichment, Dietary, Housekeeping, Behavioral Support, Family Council, Resident Council, Volunteers, as well as each Department Head.

Indicators: Priority Areas were determined based on needs of the facility and the goals from Ottawa Grace Manor’s Strategic Plan. Indicators and goals are assessed quarterly post team meeting.

Indicator	Quality Direction	Quality Progress
Infection Prevention and Control (IPAC)	<ul style="list-style-type: none"> • Hand Hygiene • Resident Risk Assessment • Self Screening • PPE Audits/Enhanced Cleaning • Dining Room Audits • Vaccination Program 	<ul style="list-style-type: none"> • Monthly hand hygiene audits • Dining Room Audits • Ongoing PPE Education for all staff • Ongoing Family and Staff Communication • Staff and Visitor screening upon entry • Resident Risk Assessment completed prior to providing care. • Ongoing vaccinations for Shingrix and Pneumovax. • Influenza Vaccinations completed in October-117 residents, 103 staff • COVID Booster Vaccinations in November-65 residents, 12 staff. • Abbott Rapid Swabbing. OGM has purchased a system for rapid testing for COVID, Influenza. DOC, ADOC, IPAC Lead trained on system.
Palliative Care	<ul style="list-style-type: none"> • Goals for Care • Palliative Care Meetings with Families • Assess overall care once resident passes. • Palliative Care Performance Scale • Families are aware and updated on resident status 	<ul style="list-style-type: none"> • Performance Measuring Tool continues all residents. • Assessment triggered and completed quarterly on each resident. • Decline in resident condition will trigger greater frequency in assessment. • RNAO Pain Assessment does not apply to Palliative residents. • Spiritual Care



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Skin and Wound	<ul style="list-style-type: none"> • Diabetic Foot Ulcers how to prevent and reduce occurrences. • How to treat reddened areas/skin breakdown • Correct Assessments 	<ul style="list-style-type: none"> • Skin and Wound Education for prevention and treatment • Each month status of wounds discussed (which wounds have healed, how many new wounds) • Weekly skin assessments completed • October 5 new skin issues, 21 healed. November 6 new skin issues, 27 healed, December 7 new skin issues 17 healed. • Decreased wounds with new admissions coming into the home
Medications	<ul style="list-style-type: none"> • Reduce Medication Errors • Audits 	<ul style="list-style-type: none"> • Medication Audit Tool monthly-Last audit 89%. • Pharmacy will complete audits twice per year. Staff will receive emails with findings. • Medication Incident form completed after error. • Follow up on preventative measures. • Medication audits completed on Abbreviations, DNR • Glucagon and Narcan policies in place • Reduction of anti-psychotic medications. Assessing the need. Home remains at Twenty-eight percent province wide; goal is ten percent.
Falls	<ul style="list-style-type: none"> • Fall Prevention • Goal <20 per month 	<ul style="list-style-type: none"> • Education Ongoing • ADOC collaborating with staff educating and investigating each fall. • Post fall risk assessment



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		<ul style="list-style-type: none"> Preventative Measures-Implementation of Clip Alarms on bed and wheelchairs as proven more effective. Two restraints currently in the building. Quarterly Fall (October 30, November 21, December 29)
Emergency Room Visits	<ul style="list-style-type: none"> Decrease unnecessary transfers to hospital. Decrease exposure to infection (COVID, Cdiff, MRSA, VRE) 	<ul style="list-style-type: none"> ER VISITS- October 3 with 2 admissions, November with 2 admissions, December 9 with 4 admissions Education with nursing staff and families what can be treated at the home level. Unnecessary ER visits place the resident at significant risk. In-house assessment (laboratory house calls, mobile x-ray, testing urine on-site)
Resident Social Connection	<ul style="list-style-type: none"> Person Centered Language Spiritual Care Recreation 	<ul style="list-style-type: none"> BSO monthly meetings 2 BSO on staff. 3rd staff member to the BSO Team. Schedule will be 12pm-8pm (1 staff) 8-4 (2 staff). Team following 14 residents. BSO now apart of the admission process. 128 staff trained. Goal: all staff from all departments attend GPA Training Train the Trainer certification for DOC, ADOC and BSO. 3 Volunteers GPA Trained Next GPA Course February 2025



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<p>Circle of Care</p>	<ul style="list-style-type: none"> • Admissions • Care Conferences 	<p>Continue to have a representative from each department attend the Care Conferences. Valuable time to connect and discuss love ones’ care. Surveys sent out post conference. New “Getting to know you” tool implemented in the admission process. Resident Communication Boards posted on four home areas for Nursing Announcements/Updates Admission: October 4, November 3, December 2</p>
<p>Strategic Plan</p>	<ul style="list-style-type: none"> • 2024-27 Strategic Plan 	<ul style="list-style-type: none"> • Board will review plan. • Goals and focus areas generated from the employee, volunteer, family, and resident surveys. • Activities, Staffing and Food focus points