

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 4, 2024

OVERVIEW

Dom Lipa, Slovenian Linden Foundation o/a's point of care staff and management are committed to continuously improving the quality and safety of the care and services we deliver to our residents. Our Quality Improvement Plan (QIP) is an important element in supporting the 2024-2025 Mississauga Halton Integrated Health Service Plan "Partnering for a Healthy Community".

Our chosen QIP indicators are aligned with the Fixing Long-Term Care Act 2021 and reflect Dom Lipa's responsibility to identify areas and processes in which we have the potential to achieve a substantial improvement in our work and care practices.

For the 2024-2025 QIP, Dom Lipa will focus on the following quality indicators:

- * To minimize unnecessary and potentially avoidable emergency department visits.
- * To focus on Gentle Persuasive Approach (GPA) education of all employees to improve staff's skill and confidence in responding respectfully to responsive behaviours associated with dementia.
- * To focus on skin and wound management and education for all registered nursing staff.
- * To improve the resident experience and monitor their overall satisfaction through an increased number of in-person events/activities.

ACCESS AND FLOW

Integrating a new system network called Amplify through Point Click Care (PCC) to enhance the discharge/admission process for residents from Trillium Health Partners Hospital. This will "improve the continuity of care for Ontario Long-Term Care residents by streamlining transitions between care institutions, leading to safer care for patients, and more efficient workflows for providers".

New residents will undergo an extensive admission assessment process to ensure care needs are met and care plans are created diligently. This will be done through a program called RNAO Clinical Pathways which is aligned with the Resident's Bill of Rights. They promote evidence-based practices for person and family-centered care. The evidence-based RNAO Clinical Pathways will also translate into the following benefits for the LTC Homes: enhanced resident-centered care, improvements in quality of care and resident outcomes, alignment with legislative and regulatory requirements, improvements in staff efficiency, and reduced risk of errors. The Clinical Pathways will focus on admission assessment, resident and family-centered care, and delirium/dementia/depression.

Dom Lipa continues to connect with CAMH Outreach Service GMAOT Model of Care. This partnership provides a positive impact in supporting residents in LTC Homes. In addition to monthly visits by the psychiatrist, Dom Lipa will receive biweekly visits by the RN to check in, follow up with recommendations/medication changes from previous visits, ensure any new referrals to CAMH have been received, and help plan for the monthly psychiatrist visit.

EQUITY AND INDIGENOUS HEALTH

Dom Lipa is an ethnic-specific Long Term Care home that caters to

Slovenian residents.

We are fortunate to be able to communicate with our residents in their native Slovenian language, both written and orally. Keeping our Slovenian language and heritage at the forefront is essential to address the needs of this unique population. In order to incorporate the high rate of religious individuals at our facility, Dom Lipa offers daily mass in our chapel for all residents to attend. The chapel is open 24 hours a day to take into consideration the various spiritual needs of residents. Dom Lipa welcomes all ethnicities into our home. We strive to incorporate diverse ethnic backgrounds and traditions from the diverse group of individuals we have in our community.

We have found that communicating in Slovenian greatly benefits our residents living with dementia. We have experienced reduced responsive behaviours, which in turn reduces injuries to our residents and staff and results in creating a safer workplace and home for all.

We also understand that speaking any second language may delay dementia. The mechanism of which is not known but research has suggested that:

“Speaking more than one language is thought to lead to better development of the areas of the brain that handle executive functions and attention tasks, which may help protect from the onset of dementia.” said study author Suvarna Alladi, DM, with Nizam’s Institute of Medical Sciences in Hyderabad, India.

Work will continue on incorporating basic Slovenian language

modules into orientation and training materials in order to provide staff with a resource that will enhance their communication skills with residents.

Dom Lipa is committed to providing a respectful, accessible, and inclusive environment for all individuals including persons from Indigenous communities.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Resident and family involvement is a critical component of an effective health system design. For the resident-centered care approach the residents, families, caregivers, and community need the opportunity to provide meaningful input into the way the care and services are delivered in our home. Through our annual Resident and Family Satisfaction Survey and input from Resident and Family Councils, we aim to provide a valuable forum to hear from all of our stakeholders.

PROVIDER EXPERIENCE

Dom Lipa supports our staff in several ways. Dom Lipa continues to provide staff with a self-care space that includes massage chairs, relaxation couches, and quiet areas. This safe space allows staff to recharge and disconnect from work stress while on their breaks or before/after shifts. The staff has shown great gratitude towards our efforts of staff appreciation such as gift cards, pizza lunches, holiday treats, raffles, and parties. To ensure our staff's mental and physical health is prioritized, Dom Lipa seeks assistance from Agency staff to cover shifts, ensuring that our staff does not experience burnout from staff shortages.

SAFETY

Dom Lipa continues to prioritize patient safety by implementing the following: Scheduling and executing the Annual Code White Refresher with staff; Utilizing Falls Prevention safety equipment and enforcing Falls Prevention Training to staff; Ensuring that registered staff is always available for residents; ensuring that we are following the Fixing Longterm Care Home Act 2021 to ensure all the resident's safety is in place; training our staff in GPA to help staff better understand resident's responsive behaviors and how to approach it; enforcing IPAC policies for staff, residents, and families.

POPULATION HEALTH APPROACH

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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 **March 27, 2024**

Maria McDonald, Board Chair / Licensee or delegate

Jolanta Linde, Administrator /Executive Director

Anne Freer, Quality Committee Chair or delegate

Melissa Sustar, Other leadership as appropriate
