

Let's Make Healthy
Change Happen.



Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario



3/27/2019

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

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Overview

Dom Lipa point of care staff and management are committed to continuously improve 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 2019-2020 Mississauga Halton Integrated Health Service Plan "Partnering for a Healthy Community".

Our chosen QIP indicators are aligned with our Long Term Care Services Accountability Agreement (L-SAA), 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 2019/2020 QIP, Dom Lipa will focus on the following quality indicators:

- * to minimize unnecessary and potentially avoidable emergency department visits
- * to focus on residents with a progressive, life-threatening illness who have their palliative care needs identified early through a comprehensive and holistic assessment
- * to improve the resident experience and monitoring their overall satisfaction

Describe your organization's greatest QI achievement from the past year

Dom Lipa's best quality improvement in the past year was the introduction of a full time permanent BSO Lead and full compliment of 2 BSO Assistants. Dom Lipa will continue to focus on reducing the use of anti-psychotic medications for residents without a diagnosis of psychosis. For some residents anti-psychotic medications improve quality of life and reduce suffering while for other residents without a true diagnosis of psychosis these drugs may bring more risks than benefits. Through collaboration with our physicians, pharmacists, point of care staff, families and residents we were able to maintain our 2018/19 performance level and currently we are at of 25.7%. The BSO team has assisted in reducing responsive behaviors by introducing Montessori therapy, light therapy as well as cultural and social activities for residents in the home. In the next two years we aim to have 100% of our employees certified in GPA. Our staff will be better equipped to provide care to our most vulnerable residents.

Patient/client/resident partnering and relations

The 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.

Workplace violence prevention

Our focus is to provide a safe work and living environment for all of our employees, volunteers and residents. Our Behavioural Support Ontario (BSO) staff funded by the MHLHIN continue to train and support direct care staff to identify and respond to residents living with dementia who have the potential to cause harm to self, staff, volunteers and other residents.

All our staff are provided with training upon orientation and annually on responsive behaviours and the Joint Health & Safety Committee tracks and discusses incidents as an ongoing tool to aid in the development of strategies to prevent and/or reduce workplace violence throughout the Home.

Our updated Workplace Violence and Harassment Prevention Policy addresses all aspects of safety and prevention of harm.

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

Board Chair / Licensee or delegate Maria Zajc McDonald _____ (signature)

Administrator /Executive Director Jolanta Linde _____ (signature)

Quality Committee Chair or delegate Renata Ribaric _____ (signature)

Other leadership as appropriate _____ (signature)