

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 19, 2024



OVERVIEW

Albright Manor has overcome a few challenging situations over the past year, our strategic position was very clear from the beginning of 2023, we strategized ourselves by three principals, 1) Stability 2) Improvements 3) Growth. We have provided a much needed stability for our home for the year 2023, and now focused on doing significant improvements in many areas such as lighting, food preparations, environmental services, acute medical care by full-time Nurse Practitioner (NP), to enhanced programming, and nursing care. In addition to this, we are sitting on the precipices of possible expansion of our facilities to making a campus of care.

ACCESS AND FLOW

Firstly, we have hired a full-time Nurse Practitioner to improve resident access to care and is one of the initiatives that we have taken on to avoid unnecessary hospitalizations and avoid visits to the emergency department. This will also allow residents to have increased access to a Nurse Practitioner on site, throughout the week. We have a MRP that is scheduled once a week to

Secondly, interdisciplinary collaboration has been prioritized across Albright Centre. By fostering partnerships between primary care providers, specialists, long-term care facilities, and hospitals, through applications such as BOOMR and Amplify, seamless transitions of care are facilitated. This approach ensures that patients receive continuous and coordinated care across different stages of their healthcare, thereby minimizing disruptions, confusion, and delays in medication.

We've also focused on improving our resident-centered care approach by involving residents and their families in care planning and decision-making. This has included maintaining regular communication with families through care conferences, regarding the care and well-being of their loved ones as well as implementing a resident satisfaction survey to gather feedback on our care practices.

EQUITY AND INDIGENOUS HEALTH

At Albright Centre, our commitment to equity and Indigenous health is reflected in our ongoing quality improvement initiatives and cultural safety efforts. Recognizing the importance of addressing disparities in healthcare access and outcomes, we are looking to implement programs targeting promoting equity and enhancing the well-being of Indigenous residents.

We are looking to prioritize staff training and education on Indigenous cultural safety and humility. Through brief seminars and mandatory online learning activities, our team members gain the knowledge and skills necessary to provide culturally competent care and foster respectful relationships with Indigenous residents and their families.

Moreover, we are regularly evaluating our policies, procedures, and practices to identify areas for improvement and implement targeted interventions. By continuously monitoring our performance, we are looking to ensure that our efforts remain responsive to our evolving needs.

Albright Centre is dedicated to advancing equity and Indigenous health by embedding cultural safety principles into our organizational culture and continuously striving to eliminate disparities in care. Through potential collaborative partnerships and staff training, we are committing to create an inclusive and supportive environment where all residents receive high-quality and culturally competent care.

PATIENT/CLIENT/RESIDENT EXPERIENCE

At Albright Manor, we appreciate the importance of engaging

residents and their caregivers in the development of initiatives, related to our Quality Improvement Plan (QIP). To encourage them in this participation, we have introduced various measures aimed at collecting and integrating experiential feedback from our residents and their caregivers, through surveys, care conferences, and other methods of communication.

One such initiative, co-designed with diverse representation from residents and their caregivers, is our initiative to reduce the delivery of antipsychotic medication. Recognizing the potential adverse effects of antipsychotic usage in long-term care settings, including heightened fall risks, decreased mobility, and cognitive decline, we are in the midst of assembling a sound multidisciplinary team comprising of medical and nursing staff, alongside members from both our resident and family councils.

Additionally, we implemented routine resident and family satisfaction surveys, incorporating inquiries regarding medication usage and associated side effects. Based upon the feedback that we receive, we devised a comprehensive antipsychotics reduction program that involves staff education and training, ongoing monitoring of resident medication, and the integration of non-pharmacological interventions to address behavioral symptoms.

To gather feedback, we are looking to establish regular resident and family council meetings to gain insight into their care experiences. With this feedback, we can craft resident quality of life programs characterized by personalized care plans, a diverse range of recreational activities, and ready access to spiritual and emotional support services.

Our collaborative design efforts concerning QIPs at Albright Manor prioritize the engagement of our residents and their caregivers in shaping our care programs. We firmly believe that this approach is vital in guaranteeing the delivery of exceptional care tailored to the distinctive needs and preferences of our residents.

PROVIDER EXPERIENCE

At Albright Manor, we acknowledge the considerable challenges our healthcare providers have confronted in the climate, notably grappling with burnout attributed to diminished staffing levels post-pandemic. Recognizing the direct correlation between staff well-being and the level of care that is provided to our residents, we have considered several initiatives to strengthen and involve our healthcare workforce.

To combat the hurdles encountered by our healthcare providers, we have initiated a range of measures geared towards nurturing staff wellness and controlling longer hours that lead to burnout. These initiatives encompass regular check-ins with management, access to counseling services, and structured training programs. Additionally, we have introduced staff acknowledgment and engagement throughout the year, such as hosting appreciation events, recognizing staff that go above and beyond, and facilitating staff input regarding their work environment, such as new/updating equipment (laptops), upgrading break rooms, etc.

We firmly believe that involving healthcare workers in identifying areas for enhancement is pivotal to ensuring the provision of exemplary care to our residents. To realize this objective, we have implemented various strategies to foster staff feedback and active participation in quality enhancement focuses. These approaches

encompass regular staff gatherings to deliberate on care methodologies and pinpoint areas that require refinement, staff-driven quality enhancement undertakings, and recurrent staff education sessions.

Furthermore, we have created a comprehensive resident and family satisfaction survey inclusive of inquiries concerning staff performance and the care encounter. The insights obtained from these surveys serve as the foundation for identifying improvement opportunities from which we can devise targeted interventions addressing the concerns voiced by our residents and their families.

SAFETY

Albright implements both proactive and reactive risk management methodologies, recognizing them as integral components of our Quality Improvement Program. Residents and Families are actively encouraged to participate in Quality Team meetings to aid in identifying and mitigating risks within the Home.

Our focus is on implementing strategies aimed at preventing resident injury, reducing financial loss, and safeguarding nursing home assets. We maintain continuous loss control programs to detect, assess, rectify, and forestall potential risks. Various reports, including those from the Ministry of Health and Long-Term Care Inspections, are utilized to evaluate risks and assess the effectiveness of action plans. The Health and Safety Committee has committed to taking on annual initiatives that will target the betterment and improvement of our residents.

The Risk Management Plan undergoes an annual review, with endorsement from the President of the Resident Council and the Administrator. These reports and plans, which include the Strategic Plan, Quality Improvement Plan, and Accessibility Plan, are integrated to ensure comprehensive risk management strategies for all stakeholders. The Administrator and other team members engage in proactive identification of potential risks and address actual risks to minimize their impact.

POPULATION HEALTH APPROACH

At Albright Centre, we are committed to valuing each resident as an individual and making sure they feel at home. We believe in treating everyone with respect, providing a safe and comfortable environment, and meeting their needs in every way we can. Our

programs and services are designed to help residents stay healthy and happy, taking care of their body, mind, and spirit while giving them the freedom to do things they enjoy. We believe in listening to residents and their families, involving them in decisions about their care, and celebrating their successes. We work together with residents, families, and staff to create personalized care plans that suit each person's preferences and abilities. We also make sure our staff members are well-trained and keep learning so they can provide the best care possible. By listening to residents' feedback and always striving to do better, we stay true to our values and goals as an organization.

We renew our commitment to resident-centered care, nurturing positive community bonds and empowering residents to partake in activities of their preference. We encourage resident involvement in decision-making processes, advocating for their quality of life and celebrating their accomplishments. Employing an interdisciplinary approach, we collaborate closely with residents, families, and staff to tailor care plans according to individual inclinations, strengths, and requirements.

We give priority to continuous training and educational opportunities to support both personal and professional development, ensuring adherence to evidence-based practices. Actively soliciting feedback from residents through surveys, questionnaires, and council forums, we remain steadfast in our dedication to upholding ethical standards and the realization of our organizational mission, vision, and values.

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 18, 2024

Saad Akhter, Board Chair / Licensee or delegate

Joanne Cartmer, Administrator /Executive Director

Shaikh Ahmed, Quality Committee Chair or delegate

Maria Romagnoli, Other leadership as appropriate
