

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 13, 2024



OVERVIEW

Pioneer Manor is a 433 bed municipal Home owned and operated by the City of Greater Sudbury.

The Home established a Quality Council in 2016 to position quality at the forefront. It was re-established in the fall of 2022 after a brief pause resulting from the COVID pandemic. The hope was to always include resident and family representation, which has more recently been realized with members from each Council participating. Registered Nursing and Personal Support representation are now also in place.

Quality Council's role is to oversee broad quality initiatives, as well as, the work of various other committees charged with managing the quality of care and service in the Home including Pain & Palliative Care, Resident Safety, Skin & Wound Care, Infection Prevention & Control, and Restraint Minimization/Fall Management.

The Home also administers an annual survey to residents and families to formally assess their overall satisfaction with our services, care delivery, and overall customer service.

ACCESS AND FLOW

Since our last QIP submission, we have added a Nurse Practitioner (NP) to our team. With the NP and at least one physician on site 5 days/week, we are able to provide timely assessment and intervention to manage the residents' health conditions, often without the requirement for transfer out to hospital.

When more sophisticated diagnostic assessment is required, as in assessment for a fracture after a fall, we continue to work with Health Sciences North's Emergency Department Outreach Service (EDOS) to arrange for transfer to hospital, bypassing the usual ER department waits, to receive the needed attention in a timely manner.

Finally, CADD infusion pumps were recently brought in to enhance our ability to manage pain and other symptoms at end of life, ensuring that residents can remain with us, in a familiar environment, during their final days.

EQUITY AND INDIGENOUS HEALTH

In 2023, education on Diversity, Inclusion, and Equity was offered to our staff through our online learning platform. 79% of our staff completed this.

Currently, in partnership with College Boreal, a similar training program is being arranged to offer this on an in-person basis. We hope to have all Pioneer Manor personnel receive this education over the next few years.

Finally, a Diversity, Inclusion, and Equity Committee has been struck and is in the process of getting started. Representation from various departments, as well as, residents and families, will make up this group.

PATIENT/CLIENT/RESIDENT EXPERIENCE

As noted in our Workplan, resident engagement is a focus again in 2024/25. We continue to work on improving the care conference experience for our residents and their families and we are gradually becoming more successful at recruiting residents to participate in committees.

Participation at Resident Council and Resident Food Committee is steadily improving. We are working at recruiting for additional groups.

PROVIDER EXPERIENCE

As noted in the Workplan, recruitment and retention is a high priority issue; this is not only a concern here but across the province and beyond.

We are focusing on retention, as well as, communication for 2024/25. Our recent staff survey, with a 30% return rate, indicated 33% of respondents felt communication and information sharing could be better and only 36% indicated they felt management listened to their concerns. These are areas we need to address.

SAFETY

Resident safety is always a priority and is addressed through a number of programs.

This year, we will be collaborating with McMaster University's Geras Centre for Aging Research in their PREVENT falls study. We hope to enhance our fall management strategies as a result of learnings from this project.

We have also implemented additional training of our Registered Nursing Staff in regards to medication safety and have implemented measures to reduce distraction, and hopefully errors, during medication administration.

We are also well on our way to re-establishing our Minimal Lift Team with training of all resident care staff and additional training of staff champions to enhance the safety of residents during lifts and transfers.

POPULATION HEALTH APPROACH

Our team, through Behaviour Supports members and our Social Worker, helps connect residents to external resources to assist them to live the best lives possible.

Where eligible, residents are connected with Developmental Services Ontario to provide for accompaniment on outings or funding to purchase items such as televisions or computers.

We have also brought in the Canadian Mental Health Association to speak to residents about mental health in later life, identifying changes people can experience and providing suggestions on how to stay connected with family and the community.

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 12, 2024**

Aaron Archibald, Board Chair / Licensee or delegate

Aaron Archibald, Administrator /Executive Director

Maria Casas, Quality Committee Chair or delegate

Other leadership as appropriate
