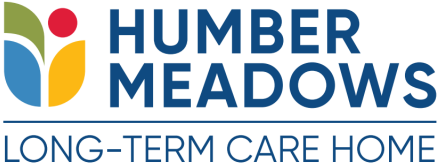


Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 28, 2024



## OVERVIEW

Humber Meadows LTCH is one of the 3 LTCH's built under the Accelerated Build Project in partnership with Infrastructure Ontario, the Province of Ontario, and the Ministry of Long-Term Care. A brand-new LTCH with 320 beds in 2109 Finch Ave West, following the newest MLTC design standards, and innovative aspects designed to help prevent and control the transmission of infectious diseases such as Covid-19.

Five resident floors are divided into ten Resident Home Areas (RHA). Each RHA features 32 rooms, along with its own dining room, lounge, activity room, and two outdoor spaces. Each north RHA also has a private bariatric room. The design of the RHA's allows independent operation of the HVAC system, and flow of services to prevent the spread of infections. Every resident has private sleeping quarters, and only those in basic accommodation have a shared jack and jill washroom; there are no curtains or dividers between beds. Humber Meadows LTCH opened its door to our 1st resident move in on June 5th, 2023. The home successfully achieved 100% occupancy on October 6, 2023.

Humber Meadows is the first Long Term Care Home in Canada to open as Pre-designate RNAO Best Practice Spotlight Organization, supporting innovation in data integration and enhancing care outcomes and empowering frontline staff with knowledge and skills by implementing 3 Best Practice Guidelines and Clinical Pathways. Supporting screening, assessment, risk prevention through the implementation of Assessment Tools and Clinical Pathways that integrate with Plan of Care through Nursing Advantage Canada electronic platform (PCC) for resident's assessments.

As a newly opened home, we are still collecting baseline data on the indicators.

## **ACCESS AND FLOW**

Humber Meadows has a partnership with LTC+ at Humber River Health. LTC+ is a virtual care program supported via Nurse Navigator following intake and triage to community and hospital services by telephone or virtual consultations. LTC+ provides immediate access to virtual care support and clinical guidance for LTC clinicians and staff. This program helps Humber Meadows to avoid unnecessary transfers to hospital and improve access to outpatient clinics and resources.

As one of the RNAO pre-designated BPSO, it helps meet residents' needs and wishes through the implementation of Best Practice Guidelines and Clinical Pathways. Humber Meadows has joined a Collaborative Project to Sustain a Palliative Approach to Care in LTC through CLRI (Centers for Learning, Research, and Innovation).

Another initiative that Humber Meadows has implemented is the Preview ED. Preview ED is a clinical deterioration tool developed from the evidenced-based NEWS2 scoring system to identify signs of early decline in health status of our residents, an escalation process to support early intervention to reduce avoidable ED transfers and hospital admissions.

Humber Meadows has also implemented the Data integration through AMPLIFI for continuous updating residents' information in hospital and LTC Home record with transition exchanges.

Humber Meadows also obtained an agreement with Ontario Health

through Connecting Ontario Clinical Viewer. Connecting Ontario Clinical Viewer is a secure web-based portal that provides real time access to EHR Access Services in connection with the provision of health care services.

## **EQUITY AND INDIGENOUS HEALTH**

One of the home's priority this year is to develop a plan for training and education on Equity, Inclusion, Diversity and anti-Racism, Indigenous health and Indigenous cultural safety initiatives.

## **PATIENT/CLIENT/RESIDENT EXPERIENCE**

The first Resident Council meeting was held on September 13, 2023, during Resident Council Week. There is a full executive team who support the council and work closely with leadership and Family Council.

Originally, Humber Meadows did not have a Family Council, but in October 2023, two dedicated family members initiated the process to launch the council. In November 2023, the first meeting was held, and the council has grown to more than 50 members who stay connected via their own internal messaging system. The Council President is active and present in the home and works closely with leadership and third-party providers to ensure clear and open communication.

Residents' Council and Family Council who continuously collaborate with the Leadership team to support our residents. In alignment with our mission statement and resident centered care philosophy, we value their input for improvement. Building strong relationships with residents and their families is important to us as we continue to be transparent.

Our FIRST resident/family survey will be conducted in September 2024 to gather information and measure resident and family experience. As part of our quality management program we track and trend complaints, good news/compliments and through the Resident and Family Council meetings can be alerted to key issues and priorities to follow up on.

Our teams also document resident engagement through Activity Pro and pull monthly “resident at risk” reports to identify those residents who require additional support and engagement opportunities.

We utilize the ActivityPro Family Portal for those who consent, allowing loved ones to log in to see photos of their Resident, along with their participation and engagement levels during programs.

As a home, our recreation team has set a goal of all Residents participating in 8 or more programs per month, which is higher than the provincial best of 5 programs per month.

## PROVIDER EXPERIENCE

As we open our home in June 2023, our home signed up for the PREP-LTC. PREP LTC is led by the Ontario Centres for Learning, Research and Innovation in Long-Term Care (Ontario CLRI) Preceptor Resource and Education Program in Long-Term Care (PREP LTC) empowers Ontario’s long-term care (LTC) homes with support to boost the quality and quantity of clinical student placements. A total of 133 staff (RN/RPN/PSWs) completed the Preceptor Resource and Education Program and all are excited to be a preceptor for Clinical Student Placements.

RNAO Best Practice Spotlight Organization Coach supports our interprofessional team completing gap analysis, organizes education for staff related to Best Practice Guidelines, and provides ongoing guidance throughout the BPSO project. Our home is fortunate to collaborate closely with our partners at Humber River Health LTC+, NLOT and wound care are available to support our residents and team. Humber River Health IPAC HUB provides onsite support and guidance to the team

The external support to our teams has been greatly appreciated and we continue to ensure access to mental health services through the Employee Assistance Program (EAP). Recruitment for the home is ongoing, turnover for the front-line staff is low.

## SAFETY

Patient safety remains a top priority for Humber Meadows. We continue to explore additional processes and changes that may enhance resident and staff safety. We have a daily risk management meeting and managers on duty rotation to ensure the presence of a manager at weekends to offer support.

Implementation of Clinical Pathways Falls Prevention and Injury reduction which include a comprehensive Falls assessment including Post fall Assessment Tool to allow a comprehensive analysis of the contributing factors that may have led to the fall. This supports transparency, learning opportunity and identify areas for improvement.

Medication errors- follow up process that includes completion of Medication Incident Reporting and a follow up meeting with the Clinical Pharmacists, Medical Director to review trends, analyses and corrective action plan

Review and analysis of complaints and critical incidents. Use of data to identify recurring and system trends to guide quality improvement and risk-management activities

The home has an active Joint Health and Safety Committee which meets regularly. We strive to maintain consistent staff assignment in all 10 Resident Home Areas to ensure the least number of staff assist each resident in their care needs. This helps foster stronger relationships between residents and staff and helped with cohorting during outbreaks

## POPULATION HEALTH APPROACH

As a BPSO pre-designate, Humber Meadows is committed to quality improvement and improving resident and family experience by implementing the Person and Family Centered Care Best Practice Guideline. Ensuring residents and their families are supported to achieve their personal goals for their health and quality of life. We are also implementing the Palliative Approach to Care and End-of-Life Care Best Practice Guidelines concentrating on improving or sustaining comfort and quality of life for the residents and their families facing a life-limiting illness. Achieving resident's comfort through the implementation of Pain assessment and management BPG,

Meeting the requirements of the Fixing Long Term Care Act 2021 and Ontario Regulations 246/22, respecting Residents' Bill of Rights, maintaining an environment that supports evidence-based practices and innovation are the priorities for Humber Meadows LTCH.

## CONTACT INFORMATION/DESIGNATED LEAD

Liza V. Reantaso

Assistant Director of Care & Quality Improvement Lead

## 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 28, 2024**

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**Chris Loreto**, Board Chair / Licensee or delegate

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**Sadie Friesner**, Administrator /Executive Director

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**Liza Reantaso**, Quality Committee Chair or delegate

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**Maleleel De Guzman**, Other leadership as appropriate

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