

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 19, 2024



OVERVIEW

At Ehatare Nursing Home we strive to be a leader in the long-term care field, recognized for high quality care and a clean and friendly environment. We aspire to maintain and improve by supporting resident's rights to dignity, self-esteem, and independence. This is achieved by designing and delivering resident-centered services that meet the growing and changing needs of our residents, the community we serve, and the changing times.

Ehatare Nursing Home is a 32-bed long term care home that offers 24/7 nursing care to residents with a variety of physical and cognitive conditions. Quality is the foundation of everything we do. We believe quality is achieved through an interdisciplinary approach. This year's QIP will focus on resident and client experience, avoidable emergency department visits, anti-psychotic medication use, and diversity, equity, and inclusion.

In 2023/24, we were able to maintain resident centeredness and resident satisfaction by providing additional services that were aligned with the objectives identified by our system partners such as the MOHLTC, LHIN, SHN, PH and HQO.

As we engage in the transformation of the Ontario healthcare system and the implementation of the Fixing the Long-Term Care Act, 2021, we are committed to:

1. Ensuring the improvement of resident care is the focus of any changes;
2. Enhancing the clinical knowledge and skills of our organization to ensure we are best caring for our residents and supporting the residents and their families in meeting their health care needs;
3. Maintaining a healthy and safe environment that supports all who are part of the Home.

To improve quality of care and services, we recognize the importance of the wellbeing of our staff and providing a rewarding and empowering work environment. Additional education and advancements helped with staff retention and satisfaction. In 2023/24 our dedicated staff and leaders united as a team to maintain and implement new quality initiatives to improve the care that residents receive. We remain committed to continuing our journey towards continuous quality improvement.

Ehatare Nursing Home has a long history of resident family and caregiver engagement. We believe that stakeholder involvement helps develop trust and meaningful feedback. We continue to encourage involvement and advocacy to help support our goal of quality improvement.

ACCESS AND FLOW

Ehatare Nursing Home recognizes how the availability of services and efficiency in receiving them can be vital for providing quality care to our residents. To accomplish this, we've focused on optimizing and implementing new tools and equipment in the Home and strengthening our relations with allied professionals and system providers.

New equipment supported residents' quality of life. Scarborough Health Network provided guidance to support our behavioral services and infection prevention and control program. Vaccines were available for staff and residents thanks to MOHLTC and Public Health. Through CLRI, Managers were able to receive training and guidance on workplace mental health at a critical time. The Nurse Practitioner-Led Outreach Team has provided guidance and education to staff, minimizing avoidable emergency visits.

The implementation of modules, apps and clinical support tools help improve documentation, streamline assessments, and maintain compliance with the Fixing the Long-Term Care Act, 2021. Connecting with allied health professionals became safer, more efficient, and effective. Minimizing risks and recognizing trends improves efficiency and quality.

EQUITY AND INDIGENOUS HEALTH

Ehatare Nursing Home finds great value in recognizing residents' culture, physical, spiritual, and traditional beliefs. We strive to provide the highest possible standard of health for all people. At Ehatare, we are fair with distributing resource, services, assessments and opportunities to our residents and employees.

Even though Ehatare Nursing Home is considered an ethnic Home that predominantly caters to Estonian's who immigrated to Canada, we strive to provide person centered care regardless of the race, ethnicity, religion, gender, age, social class, socioeconomic status or other socially determined circumstances. Estonians, being a minority group in Canada, understand the importance of recognizing traditions and maintaining them for a better quality of life. We view commonalities as a strength, focusing on similarities rather than differences. As of 2024, one third of our residents are from other cultures.

Taking a person-centered approach is vital for providing quality care. Involving residents/SDM in care plans allows us to recognize resident preferences and expectations in regards to their care, dietary preferences, personal beliefs and interests. This is documented and communicated through committee meetings and team huddles to promote continuity of care.

Ehatare staff participate in annual diversity, equity, and inclusion training. Thanks to our multicultural team of staff, we can better relate with and understand our residents. Due to the small size of our Home, staff and residents can better get to know one another. Staff participate in training to better understand dementia and how to respond to the many different forms. Creating an environment where people feel free to communicate their preferences and know their voice is heard is the foundation for building trust, health equity, and quality care.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Ehatare Nursing Home works with residents and their families when developing key priorities for our Quality Improvement Plan. Quality care is the extent to which care services improve desired health outcomes and are consistent with resident preferences and current professional knowledge. Resident/SDM are able to connect with their physician and other clinical staff during care conferences and as necessary to discuss progress and preferences of care.

Family council and Resident council presidents participate in Quality Committee meetings and are encouraged to provide feedback. Items arising from Resident Food Committees, and Resident and Family council meetings are responded to in a timely manner to help build trust and engagement. General updates are provided to residents and stakeholders in a preferred and timely manner. Keeping everyone informed and communication lines open encourages engagement, minimizes risks, and improves quality.

Data collected from resident and family satisfaction surveys help determine additional priorities. Concerns or complaints are reviewed quarterly to analyze trends and interventions. We believe that addressing concerns quickly is the key to customer satisfaction and engagement.

PROVIDER EXPERIENCE

Ehatare Nursing Home recognizes the value in having strong relations with community providers and allied professionals. Maintaining a safe and friendly environment has allowed providers to feel comfortable visiting our Home to support our residents and staff.

Engaging with system partners such as Scarborough Health Network and Toronto Public Health allows us to stay up to date on best practices and quality control. Ehatare works closely with CareRX, Advantage, RNAO, and Point Click Care to improve staffs knowledge with clinical support tools, keep up to date with evidence-based practices, and advocate for meaningful change in the sector. Improvement in the quality of communication, risk assessments, security, and efficiency has encouraged further engagement with our providers and improved the quality of care for our residents.

Additional education and opportunities of growth and advancements were provided to staff in 2023/24, further strengthening our multidisciplinary team. Responding to items arising from staff meetings a timely manner encouraged further engagement and improvement in quality.

Ehatare brought in additional registered staff to help with workloads when implement new objectives, which helped avoid burnout. Appreciation was shown to staff and providers in many ways, to recognize their continued efforts. The value of teamwork has been more recognizable now than ever before.

SAFETY

Ehatare Nursing Home views quality and safety as fundamental

values. For quality health care to exist, care must be safe, effective, timely, efficient and person centred. Enhancing quality and minimizing risk of harm to residents and providers is achieved through both system effectiveness and individual performance.

In an environment fostering quality and safety, we empower and encourage staff, providers, and caregivers to promote safety and take appropriate action to prevent and report adverse events. Evidence-based interventions, practice guidelines, continuous education and communication are key factors in maintaining quality and safety.

We recognize there is a strong relationship between employee safety and resident safety. Audits and reviews help identify potential environmental hazards, risks and trends. In 2023/24 we further protected communication security and efficiency.

Management received training in Workplace Mental Health to help support psychological safety. Staff receive continuous training on WHMIS, IPAC, Emergency response, CPR and dementia care so they can better detect, report, and analyze potential safety concerns.

Creating and maintaining quality care and safety requires a shared commitment. Residents and families receive education on infection prevention, abuse and neglect, resident rights, safety and security, and other important topics during Resident and Family Council meetings, care conferences, email updates, and notices.

Appropriate regulatory authorities and parties are informed of any critical incidents or safety concerns. It requires a shared commitment to create and maintain a physically, psychologically,

secure, and just environment.

POPULATION HEALTH APPROACH

Ehatare Nursing Home strives to meet the needs of the community it serves. By staying up to date with best practices, implementing evidence-based interventions, and working with a multidisciplinary team, we can better care for the residents we serve, and support the community.

By providing quality care, we minimize emergency department visits and pressures on our local hospital. New equipment and programs were implemented in 2023/24 to improve the quality of life for our residents and the community. The Tovertafel Magic Table sensory program for example has been suitable for residents with a large range of conditions. Providing stimulating programs and quality services is essential for quality care.

By engaging with allied professionals, not-for-profit Homes, and Ethnic Homes, Ehatare has been able to strengthen connections, receive and provide support, and advocate for meaningful change in the sector. By improving the quality of care and services provided to our residents, we are better prepared to connect with and serve the greater population.

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 19, 2024**

Allan Meusi, Board Chair / Licensee or delegate

Veronika Viinamae, Administrator /Executive Director

Manjula Sivakumaran, Quality Committee Chair or delegate

Tiina Kumpunen, Other leadership as appropriate
