

Continuous Quality Improvement – Interim Report

Designated Lead: Jennifer Theron Resident Care Manager

Quality Priorities for 2022/23

The Grove Nursing Home is committed to providing Quality Care and we are excited to share our 2022/23 Quality Improvement Plan (QIP) with Residents, Families and Staff. Our mission is “as your partner in health, we deliver compassionate, quality care each day”. Arnprior Regional Health is committed to achieving our Strategic Goals in 2022/23. The Strategic Plan is currently under revision and will be updated later in 2022, with input from numerous stakeholders.

The following Quality Objectives were created during unprecedented times in healthcare, including: the ongoing impacts of the pandemic, National human resources shortages impacting healthcare as well as employee burnout. The high level priorities for this year’s QIP, as determined by ARH and The Board of Directors include:

1. Achieve status of “Accreditation with Commendation” as a result of the Accreditation Canada on-site survey in September 2022
2. Reduce the % of Residents who fell within the last 30 days to 16% by March 31st, 2023.
3. By March 31, 2023, ARH (The Grove) will increase the % positive score for overall employee engagement by 3% over the 2022 score.

Priorities are placed in different categories based on their anticipated level of focus.

Quality Objectives for 2022/23

Focused Action:

1. Achieving a status of Exemplary status from Accreditation Canada.
2. Reduce the % of residents who fell within the last 30 days to 16%
3. Increase the % of positive scores for overall employee engagement by 3%

Moderate Action:

1. Decrease the % of residents with delirium to less than 20%
2. Include RNAO Best Practice Guidelines for Falls Prevention into monthly Falls Prevention meetings
4. Secure and enhance Human Resources for the safe operation of the home
5. Determine what staff require for an improved work life balance, better teamwork and improved mental health and create an action plan based on staff input
6. Updated policy and procedure rollout and education for all staff by July 31, 2022

Monitoring:

The Grove is engaged with RNAO and is in the process of implementing a PDSA (Plan-Do-Study-Act) Cycle to implement improvements. We will be showcasing our results and analysis of the process/outcomes in the future.

QIP Planning Cycle and Priority Setting Process

The Grove Nursing Home develops annual QIPs and completes annual Clinical Program Evaluations. Development of QIPs and Clinical Program Evaluations are based on information gained from:

- Resident, family and staff experience surveys
- Results from internal completion of Inspection Protocols
- Critical Incident trends
- Performance data available from Quality Indicators
- Complaints and concerns

Priorities are discussed in various settings including senior leadership team meetings, Quality Committee, monthly clinical program meetings which includes family/friend and resident members as well as the Board of Directors.

Process to measure progress

- Quality indicators are discussed at Quality meetings, at minimum quarterly, to help monitor progress.
- 90 day plans are created and updated frequently to ensure action plans are staying on track to achieve goals.

Process to communicate Quality Outcomes

- Outcomes are posting on unit quality boards accessible to residents, families/friends and staff
- Daily huddles and staff meetings
- Quality Committee discussions/reports
- Quality reports to the ARH Board of Directors