

Let's Make Healthy
Change Happen.



Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario



35 Elm Grove Ave, Toronto, ON M6K 2J2

3/17/2023

This document is intended to provide healthcare organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care have gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance, and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

ontario.ca/excellentcare

Elm Grove Living Centre
35 Elm Grove Ave, Toronto, ON M6K 2J2

Overview

Elm Grove Living Centre is a long-term care facility with a current license for 126 beds. It has earned accreditation through its provision of personalized and high-quality care in a safe, compassionate, and respectful setting. For over 60 years, Elm Grove has been serving the diverse population of the Parkdale community.

Our QIP for 2023/2024 aligns with our mission, vision, and values and it aims to enhance the achievement of our previous plans. It will prioritize both provincial and local planning priorities to ensure the highest level of success. This year QIP specifically will focus on the following:

- Reducing Emergency Department visits
- Reducing the number of residents receiving the antipsychotic medication without the appropriate diagnosis

Reflections since your last QIP submission

Throughout the years, Elm Grove has maintained a steadfast dedication to enhancing the quality of care it provides to our residents. Over time this commitment has allowed us to develop a philosophy centered around delivering the highest quality of care that addresses the needs of our diverse population. Despite the challenges faced during the pandemic, over the past two years, our commitment and dedication to our residents' safety and well-being remain unwavering.

Given the constantly evolving nature of the pandemic, our home promptly realized we needed to adapt and embrace any changes mandated by the province. We acknowledged that patient safety must remain our top priority. As we turned our attention to the demands of the pandemic, our QIP outlined for 2020/2021 was put on hold. Despite the difficulties we faced throughout the pandemic our home was able to achieve a few successes such as continuing to decrease the number of Emergency Department transfers and improving our performance on residents feeling that their needs are being heard by staff members.

Our home remains committed to expanding the knowledge and improving the clinical skills of our registered and unregulated front-line staff. This has resulted in a decline in our percentage of Avoidable Emergency Department transfers. By reducing our Emergency Department transfers we have demonstrated our dedication to easing the burden of patients in Acute care Emergency Departments.

Upon reflection, on our 2019 Resident Satisfaction survey it was clear that our home needed to improve our ability to understand and listen to our residents. After re-evaluating the previous process, our home was able to implement interventions to change the delivery of how we conducted the survey. The outcome has shown an increase in our percentage of how residents feel the staff hears what their needs are.

Patient/client/resident engagement and partnering.

Amidst the pandemic, the home became a part of a community of practice alongside our Acute Care partners. They played an active role in supporting us by providing resources such as Personal Protective Equipment, redeploying registered teams to provide education on infection prevention and control, and implementing Infection Prevention and Control measures and structures to effectively manage outbreaks. As the pandemic carries on, Elm Grove Living Centre has maintained a collaborative partnership with an integrated health network and other community partners.

Furthermore, the pandemic crisis highlighted the importance of virtual care. It was crucial in managing the psychosocial needs of our residents. This technology provides the necessary emotional and social support during the peak of the pandemic. In addition to this, it proved to help manage medical-related issues. Virtual technology opened new avenues for long-term care homes to expand access to medical care. Elm Grove Living Centre is committed to embracing innovative approaches to care and remains open to adapting to new advancements and exploring additional technologies that can further enhance residents' experience and engagement.

Provider experience

We recognize other crises faced by the health sector regarding the shortage of registered and unregistered front-line staff. We sincerely hope that our government will take prompt action to address this critical issue. Our home aims to support our frontline staff in providing a safe work environment. We have reevaluated the staff-to-resident ratio and increased it according to the additional care hours per ministry directive. Moreover, we are expanding our leadership team to provide more comprehensive support which will further improve their work environment.

Workplace Violence Prevention

Our Occupational Health and Safety program features a comprehensive policy on workplace violence and harassment. Additionally, our staff is required to undergo annual training on workplace violence. Reported incidents are diligently tracked and reviewed and action plans are implemented to prevent future incidents. Our Occupational Health team meets regularly with leadership representatives and frontline staff to discuss areas of prevention, areas of improvement, and successes.

Our in-house Behavioral Support Lead is aiding us in providing education and training to our frontline staff. Training sessions such as GPA, PIECES, CPI, U-FIRST, DEMENTIA CARE, MENTAL FIRST AID, and DEMENTIABILITY have equipped our staff with the necessary tools to prevent injuries caused by residents with responsive behaviors.

Patient safety

Health Equity

Contact information/designated lead

Other

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

Board Chair / Licensee or delegate _____ (signature)
Administrator /Executive Director _____ (signature)
Quality Committee Chair or delegate _____ (signature)
Other leadership as appropriate _____ (signature)