

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 1, 2023



Long-Term Care Villa Minto

OVERVIEW

The MICs Group of Health Services (MICs) is committed to providing safe, transcendent, compassionate, and holistic long-term care services. Our vision is to maintain consistent quality care for all Residents. We strive to be leaders in resident-centered care by encompassing our core values of integrity, respect, empathy, confidentiality, dignity, accountability and quality. Our Mission is to deliver quality services to the aging population within our northern communities.

To achieve our vision & mission and maintain our values, we focus on:

- ❖ Providing resident-centered care utilizing personhood historical information to build extensive care plans
- ❖ Partnering with Residents, families, communities and multi-disciplinary teams to bring holistic care approaches
- ❖ Engaging with stakeholders and advocating for Long-Term Care Home needs to maintain a level of exceptional care

The MICs Group of Health Services has three unique long-term care homes geographically divided in the communities of Matheson, Iroquois Falls and Cochrane.

Matheson - Rosedale Centre: this 20-bed EDLCAP long-term care unit services the 6 communities which comprise the Black River-Matheson Township and resides within a dedicated wing of the Bingham Memorial Hospital.

Iroquois Falls - South Centennial Manor: this 69-bed long-term care home is the largest MICs long-term care home, and is the only stand-alone LTC home. It is located a few blocks from the Anson General Hospital, within the town of Iroquois Falls.

Cochrane - Villa Minto: this 37-bed long-term care home resides within a dedicated wing of the Lady Minto Hospital.

MICs LTC homes are proud of the provision of quality services and programs that are highly resident-focused. Policy and procedures are developed to reflect Best Practice in all operational programming. The *Fixing LTCH Act*, 2021, Ontario regulations 246/22 and direction from the Ministry of Health & Long-Term Care, outline the roadmap in organizational requirements. Care plans are developed respecting the *Resident Bills of Rights* and personhood ensuring all care needs are met using a comprehensive approach. To support well-being in LTC, programming is offered in nursing and personal care, assistance with activities of daily living, skin & wound care, behavioural supports specialized dementia care, senior mental health programming, foot care, medication & treatment administration, specialized diets, laundry services, social and recreational programs, on-site therapies, restorative care programming, optional services, and in-house medical services.

This Quality Improvement Plan reflects our long-term care home: **Villa Minto**

MICs Group of Health Services' long-term care facilities offer a safe, confidential, respectful place for all

Residents to call home. In order to cultivate accountability and continually achieve our vision and mission, MICs follows the quality improvement indicators identified by Health Quality Ontario. The identified components align with our strategic identifiers and Long-Term Care Services Accountability Planning Processes.

Quality improvement priorities for 2023-2024 focus on:

Efficiency:

- Reducing the number of potentially avoidable emergency department visits by identifying why ED visits occur for LTC Residents and implementing strategies to mitigate those issues (i.e. Resident falls with injury).

Resident-centered:

- Increasing the avenues in which valuable feedback can be obtained.

Safety:

- Reducing the amount of antipsychotic medication usage.

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

Quality improvement submissions help keep long-term care homes focused on areas that require system improvement and development with clear actionable items. Over the course of the last two years, all efforts have been focused on the management of COVID-19 in our homes and the implementation of the new standards outlined in the *Fixing Long-Term Care Act*, 2021. Throughout the last several years, teams have had to think in new innovative ways to maintain the quality of resident-centered care. With the key indicators outlined in the last submission, we had already created tools to support the change ideas that were sustainable throughout the pandemic and helped maintain focus.

RESIDENT ENGAGEMENT AND PARTNERING

The MICs Group of Health Services is committed to a culture of resident engagement. We welcome any suggestions and feedback to support an environment of high-performing, resident-centered healthcare at our long-term care homes.

Organization's Mission is "*Partnering to deliver excellent health care for our communities*" and our vision is "*Quality care for everyone always!*" The core Value of the organization is reflected in the following: "*Planning for a Better Tomorrow*".

The Quality Improvement Plan for this year strives to approach LTC homes growth and development with feedback and suggestions from all MICs Team Members, Residents, families, programs, services, departments and committees. Utilizing a collaborative approach will allow us to safeguard and improve quality standards throughout our long-term care homes.

The teams, councils and committees regularly assess performance, comparing the results to benchmarks and best practices. It is essential that areas of improvement can be identified, in order to establish opportunities for all-inclusive quality improvement and organizational growth. Opportunities are prioritized, developed and re-evaluated throughout the year to make changes in process and structure with the objective of improving performance.

PROVIDER EXPERIENCE

Healthcare workers have experienced substantially increased challenges during the COVID-19 pandemic. Fatigue and burnout will likely contribute to employee retention challenges due to healthcare providers leaving their workplaces and professions.

Maintaining a healthy workforce and retaining current staff is essential to the continuity of high quality services and organizational growth. The MICs Group of Health Services is committed to fostering workplace characteristics including supportive leadership at the Executive and manager levels, continued professional development, effective communication, and collegial relationships amongst front-line Team Members and managers.

WORKPLACE VIOLENCE PREVENTION

Team Member safety is equally as important as patient safety at the MICs Group of Health Services. One of our strategic directions is to ensure the safety of patients, residents and Team Members. Our efforts to minimize workplace harassment/violence include but are not limited to:

Orientation:

All new Team Members and students continue to receive a general orientation. New nursing Team Members also receive orientation specific to either Acute or Long-Term Care. The aim of these sessions is to orient new Team Members to routines, environments and policies that will govern their work.

In addition to this, all new Team Members receive a departmental-specific orientation as set out and monitored by their managers.

Non-Violent Crisis Intervention:

Every Team Member of the MICs Group of Health Services receives this training. Ongoing courses are offered.

Gentle Persuasive Approach:

This course continues to be offered in-house by GPA certified coaches. The intention is for all front-line workers in both Acute and LTC settings to hold this certificate to identify, understand and manage Residents who are experiencing behaviour escalation.

RL6:

We monitor workplace harassment/violence through RL6 (risk management software) and these incidents are reported to the most responsible Program/Executive Lead as well as through a tracking system for the Occupational Health and Safety Committee. This comprehensive process includes monitoring, reduction of the incidents and the prevention of future incidents. Although we collect data on workplace violence, a more formal tracking mechanism will be put in place and we plan to collect our baseline data in this area.

Policies:

Policies are regularly reviewed and are available to all Team Members through our intranet (SharePoint).

Code White/Workplace Violence:

We have a Code White policy in place to assist Team Members to recognize and deal with potential workplace violence.

Occupational Health and Safety:

We are compliant in various aspects of general Occupational Health and Safety such as information shared about the Internal Responsibility System, investigating all pertinent incidents and engaging the Team Members in conversation when performing inspections.

PATIENT SAFETY

The pandemic has strained the health care system in unprecedented ways. During each wave, the MICs Group of Health Services faced different challenges but we proudly came together to demonstrate true teamwork and collaboration.

In the past year, the MICs Group of Health Services has continued to champion quality improvement efforts and sought to keep key initiatives moving forward despite the challenges. Below are a few examples:

- Implementation of the PCC IMM Point-Click Care systems for internal pharmacy electronic inputting and confirmation system
- BOOMR program in collaboration with the Care RX team to ensure best possible medication history and medication review prior to admission into LTC
- Comprehensive post fall checklist with best practice head injury scales
- A series of resident care focused surveillance audits

A highlight of this past year was the MICs Accreditation survey in October of 2022. Accreditation is a voluntary, independent third-party assessment that measures health care organizations against a set of standards of excellence. The standards are rooted in quality, patient safety and efficient care delivery. MICs received Accreditation with Commendation having met 97.3% of the Accreditation standards.

HEALTH EQUITY

The MICs Group of Health Services continues to build partnerships in our community to be able to deliver and meet our diverse population's health care needs. We are working together to reinforce health equity and looking at ways to enhance quality across our organization while maintaining culturally, physically and psychologically safe care.

We are working collaboratively to incorporate Diversity, Equity and Inclusivity within our Ethics Framework in the coming year.

CONTACT INFORMATION

For more information, feel free to contact:

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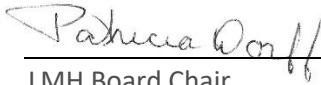
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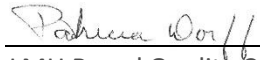
SIGN-OFF

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 29, 2023.



LMH Board Chair



LMH Board Quality Committee Chair



Chief Executive Officer and Long-Term Care Administrator