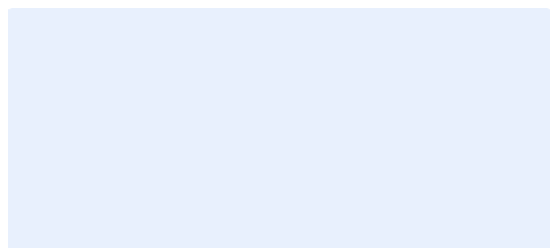


Let's Make Healthy
Change Happen.



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



3/11/2015

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has 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 own 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.

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Overview

The objectives of our QIP for the following year is to enhance resident care and outcomes. This includes pressure areas, falls, responsive behaviours and Emergency Room Utilization.

Our quality improvement plan is a reflection of the quality indicators selected provincially and also includes indicators selected corporately.

Grace Villa was fully accredited in October 2014 through CARF. We utilize the accreditation standards and required organizational practices to evaluate and continuously improve upon the care we provide.

Integration and Continuity of Care

Our home strives to create strong connections with our community partners including CCAC and NLOT to determine quality initiatives required to enhance resident care. In addition we partner with the BSO, Alzheimer Society, Geriatric Outreach and Palliative Care network to further improve the care needs of our residents.

Challenges, Risks and Mitigation Strategies

Reduction in PT funding has resulted in decreased resident care hours which may result in decreased mobility.

Resident and families have a higher expectation of care and services available.

Residents being admitted with higher acuity and complexity ie. extensive wounds, enteral feeds, PICC Lines and funding from the HINF is limited. Meeting their care needs has proven to be difficult.

Union contract negotiations are unpredictable and can be a challenge for budgeting.

The physical layout and aesthetics of our home can be a challenge for efficiency of staff and resident satisfaction.

Information Management

Grace Villa currently uses electronic documentation including PCC, POC and eMAR.

Grace Villa uses the QIA component in PCC to benchmark with other homes in our organization.

Grace Villa is linked to the CCAC electronically through The Hamilton Partner Gateway.

Health and Safety training completed inline through Dunk and Associates.

Televisions are installed by the elevator on each unit using a computer program called _____ to enhance communication to the residents, families and visitors.

Engagement of Clinicians and Leadership

Annual strategic planning sessions held to review goals and objectives and set the strategic direction for the home. In preparation for this session, we conduct a number of surveys which include staff, residents and families. The information collected assists the team in identifying areas of strength and weakness.

We strive to be leaders in the development of Best Practices by supporting the pursuit of continuing education of our team, families, residents, volunteers and community.

Patient/Resident/Client Engagement

Grace Villa regularly engages our residents and families through resident council and family forum monthly meetings.

Grace Villa responds promptly to all resident and family concerns or questions.

Grace Villa believes in an optimal level of care which recognizes and attempts to meet the physical, emotional, intellectual, and spiritual needs of each individual and their family. Grace Villa promotes the individuality of each resident by recognizing their need for individual worth and dignity.

Accountability Management

The Administrator of Grace Villa reports to corporate office on a monthly basis. This report includes information about quality improvement projects as well as all processes that are in place to maintain a safe environment for our residents and staff.

Grace Villa is accountable to our stakeholders, residents, families, staff and community through our care and services. We demonstrate our commitment to excellence and a quality experience for those we serve.

Over all we demonstrate our accountability by achieving and sustaining a culture of safety and effectiveness for our resident 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

Board Chair

Quality Committee Chair

Chief Executive Officer

CEO/Executive Director/Admin. Lead _____ (signature)

Other leadership as appropriate _____ (signature)