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Report 2024-072

Report Title: Golden Plough Lodge Quality Improvement Plan

Committee Name: Community Health

Committee Meeting Date: June 4, 2024

Prepared by: Catherine Galbraith
Director of Care
Golden Plough Lodge

Reviewed by: Alanna Clark
Administrator
Golden Plough Lodge

Glenn Dees
Director Health and Human Services
Northumberland County

Approved by: Jennifer Moore, CAO

Council Meeting Date: June 19, 2024

Strategic Plan Priorities: Innovate for Service Excellence
 Ignite Economic Opportunity
 Foster a Thriving Community
 Propel Sustainable Growth
 Champion a Vibrant Future

Information Report

That the Community Health Committee, receive Report 2024-072 ‘Golden Plough Lodge Quality Improvement Plan’, for information and

Further That the Committee recommend that County Council receive this report for information.”

Purpose

This report for information will provide an overview of the Golden Plough Lodge's (GPL) Quality Improvement Plans 2024/25.

Background

As is a requirement under the Fixing Long Term Care Act, 2021, all Long-Term Care Homes must have a Quality Improvement Program. This includes developing an annual Quality Improvement Plan, referred to as a QIP.

The QIP focuses on areas of improvement in all departments across the home. The QIP is submitted to Health Quality Ontario annually, and includes a progress report, analyzing the previous year's successes or identified areas for further improvement.

Health Quality Ontario (HQO) provides priority quality indicators of focus for all areas across the health sector, including Long-Term Care Homes, Hospitals, and Community Care providers. These priority indicators are included in Golden Plough Lodge's 2024/25 QIP and focus on areas such as access and flow, equity, experience, and safety.

The first priority indicator for the Long-Term Care sector, identified by HQO, falls under the area of Access and Flow, addressing rate of Emergency Department (ED) visits by LTC residents, with the goal to reduce these, providing the right care, in the right place, at the right time. The GPL has developed strategies, with support of a Nurse Practitioner and our Physicians, to reduce ED visits.

The second priority indicator for the Long-Term Care sector, identified by HQO, falls under the area of equity. HQO has identified that equity, diversity, inclusion, and anti-racism education is an essential component of employee training and competency across the sector and as such are asking homes to report the percentage of all employees provided training in this area, and to identify strategies to provide this education. GPL has initiated training modules for all staff, as well as plans to collaborate with community partners and Northumberland County, in order to ensure this quality indicator is addressed.

The third priority indicator for the Long-Term Care sector, identified by HQO, focuses on the Resident experience. HQO is requesting that the sector focus on Resident and Family satisfaction survey results, as part of the homes quality improvement plans. GPL reviews all satisfaction survey results, identifying gaps and areas of improvement, as detailed by the resident or their family member. GPL Senior Management continues to meet regularly with Resident Council as part of our quality improvement planning processes, and our focus on Resident centered care.

The fourth and final priority indicator for the Long-Term Care sector, identified by HQO, is centered on safety, specifically falls prevention. The GPL has implemented the Registered Nurses' Association of Ontario Best Practice Guidelines for Falls Prevention, with the assistance of a Best Practice Guideline Coordinator, who has visited the home, to provide insight and suggestions into our Falls Prevention Program. The GPL has resumed regularly Falls Committee meetings, which includes a multidisciplinary membership, that works to analyze our falls data and provide action items to be implemented to reduce falls in the home.

Consultations

The GPL has a Continuous Quality Improvement (CQI) Committee that meets quarterly to review quality improvement initiatives currently being worked on, as well as to identify gaps that may need to be addressed. The CQI Committee membership includes all members of the Senior Management Team, Residents, Medical Directors, PT, Dietician, NP, Nursing staff and PSW staff.

The GPL also consults with community stakeholders, Public Health, Northumberland Hills Hospital, and the Ministry of Health and Long-Term Care, on CQI initiatives.

The QIP is reviewed annually to identify and report on the success of CQI initiatives completed, and to analyze and identify areas of improvement. Both a QIP Workplan and a QIP Narrative are submitted to HQO annually.

Legislative Authority / Risk Considerations

Ministry of Long-Term Care (MLTC)

Fixing Long-Term Care Act, 2021

Ontario Regulation 246/22

Health Quality Ontario, Ontario Health

Discussion / Options

The GPL continues to strive for excellence in the care we provide to our residents. We will continue to maintain quality improvement initiatives in all areas of programming and services provided to our residents. The GPL strives to identify and facilitate action plans to address any areas for improvement and is committed to continuous quality improvement.

Financial Impact

N/A

Member Municipality Impacts

N/A

Conclusion / Outcomes

GPL Senior Management request that the Community Health Committee and County Council receive this report for information.

Attachments

1. Report 2024-072 ATTACH 1 'QIP Narrative'
2. Report 2024-072 ATTACH 2 'QIP Workplan'
3. Report 2024-072 ATTACH 3 'QIP Presentation'