

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 4, 2024



Ivan
Franko
Homes



**Ontario
Health**

OVERVIEW

The Ivan Franko Home is a not-for-profit Long Term Care Home (LTC) committed to high-quality, individualized, person- and family-centred care within a Ukrainian cultural setting, aiming to enhance the quality of life for elderly Canadians. We pride ourselves on our inclusive, safe environment that respects diversity and prioritizes our residents' and their families' needs. Moreover, we believe that staff well-being and continuous learning are crucial for maintaining organizational excellence. We invest in burnout prevention and professional development, which translates into a passionate and skilled team dedicated to providing superior care. This focus not only enhances staff satisfaction and retention but also elevates the quality of life for our residents, ensuring that care is not just a duty, but a calling pursued with excellence and compassion.

ACCESS AND FLOW

Reflections since your last QIP submission

We are continuing to enhance care at Ivan Franko Home, with a multidisciplinary team upholding our mission for quality through regular evaluations and targeted performance indicators. As of this year, our operational efficiency is evidenced by flawless Ministry compliance, expanded resident services with additional care staff, successful safety inspections, and advanced quality improvement plans focusing on reducing psychotropic medication use, maintaining low fall rates, and minimizing emergency department visits through innovative on-site healthcare solutions. These strategic areas of focus underscore our commitment to excellence and the health and safety of our community.

Quality Improvement Achievements

We have proudly maintained 100% compliance with the Ministry of Long-Term Care standards during the latest on-site inspection. The expansion of our care team and successful safety inspections are just a few of the hallmarks of our drive to enhance service quality and safety for our residents.

Quality Indicators (QI) reports generated by the Canadian Institute for Health Information (CIHI) are not mere numbers to us; they reflect our mission in action. Through rigorous monitoring and a strategic approach to care, we have successfully navigated challenges, notably in managing the use of psychotropic medications. Over the past year, IFH has seen a significant influx of admissions with psychotropic medications prescribed without accompanying diagnoses. Nevertheless, we are below the provincial average with a rate of 18% compared to Ontario's average of 20.6%. The strategy going forward includes collaborative efforts with healthcare professionals and the MDS coordinator to further reduce this figure, ensuring medications are used appropriately and residents receive the correct diagnosis.

Our fall rates remain commendably low at 3.7% compared to the provincial average of 15.5%. This achievement is a direct result of our stringent fall prevention protocols and the commitment of our staff to resident safety. We continue to invest in staff training and fall prevention strategies, aiming not just to maintain but to surpass our current performance.

To minimize unnecessary emergency department (ED) visits, IFH has implemented the use of a portable on-site ultrasound machine, bladder scan, and the Wellue DueEK Personal EKG Tracker. These tools help our attending physician in making informed decisions on-site, potentially avoiding the need for hospital visits.

Moreover, the re-engagement of Unity Health Toronto's Nurse-Led

Outreach Team provides additional support and preventive care. Our initiatives extend beyond immediate care. By focusing on the RNAO's Best Practice Guidelines for Infection Prevention and Control, and Falls Prevention and Management, our Nursing Department has fortified its capacity to deliver evidence-based care.

Over the last year, Ivan Franko LTC Home has made significant strides in integrating Clinical Pathway Registered Nurses' Association of Ontario (RNAO) Assessments within our PointClickCare (PCC) system. We've successfully incorporated Admission, Delirium, and Resident and Family Centred Care Assessments. Looking ahead to April, we are set to launch Falls and Pain Assessments and plan to add the Palliative Assessment. These integrations are pivotal steps in our commitment to elevating resident care through comprehensive and systematic evaluations. The recent installation of ceiling lifts throughout the Home has significantly bolstered the safety and mobility of our residents, reflecting our dedication to providing a secure and comfortable living space.

In 2023, Ivan Franko LTC Home successfully implemented the Institute for Safe Medication Practices Canada (ISMP) Medication Reconciliation initiative, significantly strengthening our medication safety. This proactive measure has effectively reduced medication errors by improving the precision of medication record entry, particularly following a resident's return from hospital care. Through the Medication Reconciliation Stream, our staff are equipped with tools and education to ensure accurate and timely updates to residents' medication records.

Innovation remains a cornerstone of our care philosophy. Our residents now enjoy virtual reality (VR) experiences, allowing them to "visit" their hometowns or relive past travels. VR sets also offer

relaxing leisure through guided meditations and virtual nature walks. The abundant WiFi Digital Photo Frames foster a home-like atmosphere, supporting cognitive recall and cherishing positive memories. The introduction of ABBY, designed to offer interactive activities tailored to those with behavioural challenges, promotes engagement and potentially reduces instances of distress or agitation.

Ongoing Initiatives

We ambitiously dream of implementing the BenQ Immersive and Simulation Projection Technology in the near future. This initiative would utilize virtual environments for Cognitive Rehabilitation and Reminiscence Therapy, providing therapeutic and cognitive benefits, especially for those with limited mobility.

Currently, Ivan Franko LTC Home is exploring the Baycrest-recommended Behaviour Support Assessment, led by our BSO Lead, to evaluate its applicability within our setting. This pilot phase aims to identify effective non-pharmacological interventions for the residents with responsive behaviours. This can be integrated to modify staff approaches, with the ultimate goal of reducing the use of antipsychotic medications.

EQUITY AND INDIGENOUS HEALTH

Our approach to health equity at the IFH is deeply rooted in an inclusive philosophy that is woven into every aspect of our operations. Our commitment to this cause is reflected in IFH multifaceted strategy that begins even before a resident steps through our doors.

The eHealth initiative of Home and Community Care Support Services, that we utilize during the pre-admission stage, is designed

to ensure fairness and equity, precluding any room for prejudice. We welcome every individual with open arms, ensuring an environment where everyone feels at home. Our commitment is to understand and meet the unique needs of each resident, striving to provide the highest standard of care without bias. We at Ivan Franko LTC Home foster a community where diversity is respected and celebrated.

Upon admission, we conduct an in-depth "Personhood Summary." This process involves conversations with the residents themselves or their significant others to gain more detailed insights into their history, preferences, likes, dislikes, and desires for social interactions. Understanding these personal inclinations is crucial as it guides us in creating a nurturing environment that respects each resident's comfort zone while also encouraging community connection where desired. We believe that this early engagement is fundamental to forging strong, trusting relationships not only with the residents but also with their families and loved ones.

Establishing those early on is essential for ensuring that we are aligned with the residents' care expectations and well-being, setting the stage for a seamless transition into our care environment and a continuous, culturally competent care journey.

In response to the possible feelings of loneliness or isolation, we take thoughtful measures such as grouping residents by language during meals and activities, enhancing social interactions in a linguistically familiar setting, and thereby fostering a sense of community. Furthermore, we go the extra mile to personalize residents' spaces with their cherished items, like favourite paintings or photos, making their room feel more like home. These efforts underscore our dedication to creating an inclusive, culturally aware living space that respects and celebrates every resident's individuality.

Integral to our commitment to health equity, family involvement is actively encouraged. We value listening to their preferences and insights, incorporating them into our family-centered assessment process. The Resident and Family-Centered Care Assessment from the RNAO guides our approach, ensuring that care reflects not just the needs but the wishes of both residents and their families. Our registered staff are available to maintain clear lines of communication, ensuring families feel heard and supported throughout their loved one's care journey.

Cultural competence training for our staff is of the utmost importance. With the admission of residents from various cultural backgrounds, it's imperative that our staff are skilled in recognizing and resolving any conflicts or issues that may arise. We have a zero-tolerance policy for discrimination of any kind and have strategies in place, such as gentle persuasive approaches, de-escalation techniques etc., to address and mitigate any incidents swiftly and effectively.

Our commitment to health equity is not only foundational but also an evolving component of our strategic plan. By tracking and reporting advancements to our Board, we ensure that it remains a dynamic aspect of organizational growth. Furthermore, we are dedicated to refining our strategies through continuous learning, thus fostering an environment of inclusivity and equity that permeates every level of care we provide. This holistic approach positions us to effectively address the multifaceted needs of all our residents, ensuring that everyone has access to culturally competent, comprehensive healthcare services.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Engagement with our residents is a priority that continues to guide our approach to care. Through independent surveys, functioning Resident and Family Councils, and direct feedback, we ensure that our care is tailored to residents' needs and preferences and that they feel heard, valued, and empowered. Our commitment to patient- and family-centered care fosters a sense of belonging among our residents, leading to better outcomes and a more fulfilling experience.

PROVIDER EXPERIENCE

We prioritize staff well-being and job satisfaction, recognizing their vital role in the quality of resident care. Over the past year, we've expanded our team, reducing individual workload and increasing the care our residents receive. Our staff appreciation events and mental wellness seminars aim to boost morale, provide ongoing support, aiming to prevent staff burnout and ultimately improve retention rates.

In our recruitment drive, we are excited to add roles that will significantly enhance team dynamics and resident support: a BSO PSW to collaborate with our BSO Lead, offering specialized care for residents with behavioural needs and relieving some of the pressure on our nursing and PSW staff; a Nurse Practitioner to bring advanced clinical expertise, improving patient outcomes and enhancing the level of care; and a Documentation Nurse to ensure accurate and efficient record-keeping, which is crucial for quality control and continuity of care.

SAFETY

To enhance patient safety, IFH has implemented a comprehensive approach that incorporates regular care conferences, patient

assessments, and meetings focused on quality improvement and safety.

The care conferences are scheduled at: six weeks following a patient's admission, annually thereafter, and additionally as required. These conferences are multidisciplinary, bringing together the resident, family members, and representatives from every department to collaboratively discuss and evaluate the patient's care plan, ensuring that safety and care needs are met.

For ongoing monitoring, patient assessments are systematically performed to detect any changes in mental, mobility status or other health indicators, always prioritizing the patient's safety, and implementing intervention accordingly by formalizing individualized care plan for each of our residents.

The Home holds Quality Improvement (QI) meetings at least ten times per year. These meetings serve as a platform for staff to review practices, discuss patient safety issues, and implement improvements.

Furthermore, every program's lead in the areas of Pain Management, Wound Care, Incontinence, Fall Prevention, and Infection Prevention and Control, conducts quarterly meetings to review and refine their respective domains.

Similarly, the advisory committee convenes every quarter to provide guidance and ensure that patient care standards are maintained.

To address the specific issue of falls, IFH organizes fall huddles. These are focused discussions that analyze the reasons behind falls and strategize on preventive measures.

Registered nurses conduct the Morse Fall Scale to gauge each resident's fall risk level, leading to interventions like the use of hip protectors, alarm devices, and bed-chair sensors. Additionally, our PSWs conduct hourly health checks and reposition residents every

two hours to ensure comfort and safety. We maintain uncluttered spaces in rooms and corridors to minimize hazards and have physical therapists assess whether mobility aids are appropriate for each resident. Recognizing residents at high risk of falls, we employ universal signage, such as the "falling leaf" symbol on mobility devices, to alert staff and visitors. Every aspect of fall prevention is meticulously incorporated into residents' care plans. The issue of polypharmacy is also addressed, understanding that medication management is a key factor in fall prevention. Through these measures, we aim not only to react to falls but to anticipate and prevent them, ensuring the well-being of our residents.

Infection prevention and control is a cornerstone of resident safety at IFH, where diligent cleaning protocols and rigorous hand hygiene practices are essential in preventing the spread of infections. Our staff is trained to perform point-of-care risk assessments, a crucial step that ensures any potential for infection is identified and addressed promptly. This includes a thorough cleaning of all spaces, focusing on high-touch areas and the diligent sanitization of items used by the activity department.

In our continuous efforts to uphold patient safety and minimize medication errors as well as near-misses, IFH has adopted several key practices. We have introduced identification bracelets for all residents, ensuring accurate patient identification. Our staff undergo extensive training and adhere to stringent policies for medication management. Following the ISMP's guidelines, we perform standardized medication reconciliation upon residents' re-admissions from hospitals. Enhancing this process, we utilize photos in the Electronic Medication Administration Record (eMAR) on PCC, and a double-verification system that requires every physician's order to be confirmed by two nurses, ensuring precise matching of medication to each resident.

POPULATION HEALTH APPROACH

At Ivan Franko LTC Home, our commitment to enhancing long-term care extends beyond individual patient attention to embrace a Population Health Care Approach. It signifies a shift towards proactive engagement with the health needs of our entire community, underscoring our dedication to promoting health, preventing disease, and supporting individuals to live well with their conditions at every point of interaction with the health system. Through partnerships with various health system providers and organizations, we are actively involved in population health-based strategies tailored to the unique needs of our community. These partnerships enable us to develop comprehensive strategies that address the diverse needs of our residents, ensuring equitable access to culturally competent and comprehensive healthcare services.

Taking proactive approach includes leveraging community resources to promote health and prevent disease through educational programs, wellness initiatives, and preventive screenings. By engaging with residents and families, we aim to empower individuals to take an active role in managing their health and well-being. Additionally, our commitment to continuous learning and refinement of our strategies ensures that we remain responsive to the evolving needs of our residents and their families. Our engagement in population health-based approaches is a testament to our holistic view of health care. It represents our belief that by addressing the broader determinants of health within our community and by working collaboratively with other health system providers, we can achieve a greater impact on the overall well-being of the individuals we serve. This integrated approach ensures that every resident at Ivan Franko LTC Home, and within our broader community, receives the support they need to achieve

their best possible health outcomes.

CONTACT INFORMATION/DESIGNATED LEAD

Olya Vovnysh, CEO

Liudmyla Faltchouk, Director of Operations/Administrator

Marina Pidluzhnyy, Acting Director of Care

Olha Yakhymets, Quality Committee Chair or delegate

OTHER

Summary

At Ivan Franko LTC Home, we believe that a blend of compassionate care, innovation, and a relentless pursuit of quality improvement is the key to not just meeting but exceeding the standards of long-term care. It is this belief that propels us into the future, ready to face new challenges with the same vigor and dedication that have defined our past year.