

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 22, 2025

OVERVIEW

Algoma Manor Nursing Home is an accredited long-term care community. We are in the small rural town of Thessalon, Ontario. Located just off the junction of HWY-17 and HWY-129 on the North Shore of Lake Huron, Algoma Manor, not only accommodates a total of 96 residents with 23 private, 24 semi-private, and 48 basic rooms, but also residents who range from fully mobile to bed-ridden. These also include clients who may have varying degrees of dementia and/or Alzheimer's. Meanwhile, the home's beautiful location provides resident and family members alike the opportunity to both enjoy and indulge in our luscious park-like setting. Because of this, Algoma Manor can dedicate specific social programming that takes advantage of the natural outdoor landscape. Algoma Manor takes pride in the versatile social spaces, and always invites everyone to take a moment and enjoy.

Despite our home's rural location, resident and resident families are still entitled to the same benefits and services that are provided to larger urban homes. Algoma Manor, for instance, has an onsite chapel, tuck-shop, and hair salon. We also provide access to medical services like doctors, physiotherapists, pharmacists, wound and skin care specialists, and hospital services (such as laboratory, x-ray, and diagnostics). Our home welcomes all family members, including the four-legged variety.

This QIP will identify success and sustainability through previous quality initiatives while addressing new areas for improvements, and gaps or new trends that the home is seeing. This QIP will look at how the home can strive to be the most welcoming home in the area with a strong emphasis on resident focused initiatives.



ACCESS AND FLOW

Algoma Manor has 2 full time NPs who are always available during the day in person or via telephone after hours, this has impacted our ability to provide care and reduce unnecessary ED visits related to symptom management.

Algoma Manor has received approval for Local Priorities Fund and LTC Equipment and Training Fund to obtain point of care technology (i.e.. Point of care ultrasound) and training. In addition we have completed training for intravenous infusion, specifically for antibiotics and hydration. This will continue to decrease the amount of transfers to hospital as we will be able to provide these services within the residents' home.

Algoma Manor is looking forward to being a part of the Amplifi project that connects EHR with hospitals once it reaches our area and our hospitals are onboarded to go live. This project is through Point Click Care and currently throughout Southern Ontario.

We are committed to learning and adapting our recording in Point Click Care (PCC) to ensure that accurate data can be captured by CIHI in respect to antipsychotic reduction numbers. Our MRPs are working hard with pharmacy to ensure proper diagnosis are in place for those on an antipsychotic and are able to exclude those that are on an exception.

EQUITY AND INDIGENOUS HEALTH

Our home is striving to improve inequities in our home and community by providing services to increasing opportunities for everyone to live the healthiest life possible, no matter who we are, where we live, or how much money we make; including much needed transportation, with the assistance of another van for our transportation program. We have expanded our service area to service more areas with wheelchair and stretcher accessible vans we are able to transport those in need to receive medical treatment that they were not able to access before. We have been utilizing our community palliative bed giving our local community an opportunity to have access to a hospice setting that would not otherwise be easily accessible in our rural area.

We are continuing with our training and education of staff on anti-racism, cultural humility, with a focus on harm reduction. We have included this training in our Surge Learning platform. We are sensitive to resident's spiritual beliefs and have welcomed spiritual leaders and healers of all denominations into our home to work with our residents.

We strive to create a welcoming home-like environment, to preserve dignity and provide care that makes residents feel valued, safe and included. This includes honoring cultural backgrounds, preferences, and autonomy as we recognize that quality of life extends beyond physical health.

PATIENT/CLIENT/RESIDENT EXPERIENCE

The leadership team at Algoma Manor maintains an open-door policy for residents, families and staff and all are encouraged to come and speak with leadership with any queries, comments, or suggestions. Algoma Manor strives to ensure that organizational approaches to quality improvement include feedback about resident care experience, with clinical and operational data, when determining quality improvement action plans. The home has developed a shared resident-centered mission statement that will continue to be reviewed annually at the operational strategic day. The home will continue to foster a health team environment and find new creative ways to improve the workplace. In collaboration with both the Resident and Family Councils, Algoma Manor is working towards creating new Satisfaction Surveys that aim to provide questions that are geared towards issues that matter to both residents and families. These surveys will help to provide our home with specific knowledge and insight as to what is important to our residents and families.

PROVIDER EXPERIENCE

The long term care sector as a whole has faced many challenges over the last 3 years during the COVID-19 pandemic. Our home has encountered many unique challenges which included keeping our residents, visitors and staff safe and healthy during the pandemic while maintaining and encouraging resident social interactions with their loved ones. Fatigue and burnout will likely contribute to employee retention challenges due to healthcare providers leaving their workplaces and professions.

Algoma Manor continues to be a part of the PSW education program through Sault College, training our new generation of employees and sustaining our recruiting efforts to fulfil our staffing needs. Constant education with our current staff and team shout outs continue to make Algoma Manor a great place to work.

We have been sending people within our organization back to school to become RPNs and RNs allowing us to fill other nursing positions like Quality Assurance Lead. Having new technologies in place that improve nurses workflow and improving time management thus improving morale among registered staff.

SAFETY

The necessity for a rapid response plan for vaccination and ongoing monitoring of routine vaccination was brought to the forefront during the COVID-19 pandemic. Our team worked with health system partners to rapidly roll out COVID-19 vaccination to residents and staff once they became available, and IPAC lead participated in virtual education and planning sessions. Our Home's Infection Prevention and Control lead liaise regularly with local community health partners (i.e. IPAC Hub, Public Health etc.) to establish protocols and policies that help minimize the risk of infectious disease outbreaks.

Algoma manor has utilized MST funding to purchase an automated medication dispensing cabinet that holds our Emergency Stock supply of medications that treat resident acute health needs, such as, but not limited to infections or end of life disease. It also allows for precise reports in relation to medication usage.

Algoma Manor has a full-time internal Behaviour Supports Ontario Team (BSO). The 3 BSO PSWs work closely with the Lead BSO PSW, and identifies ongoing learning and development needs for all staff. The BSO supports the front-line working groups to take on new initiatives for our residents and ensures the new environmental or resident engagement strategies align with the framework to have residents, families and staff feel more connected and able to understand the care needs of a person with dementia throughout their journey. Gentle Persuasive Approach continues to be offered in-house by aa GPA certified coach. The intention is for all front-line workers to hold this certificate to identify, understand and manage Residents who are experiencing behaviour escalation.

PALLIATIVE CARE

Our interdisciplinary team shares responsibility for early identification and management of a resident's palliative care need. To support the goals of Management of Pain and other Symptoms and Identification and Assessment of Needs, we have initiated SBAR (Situation, Background, Assessment, Recommendation) tools for pain and palliative care to allow a comprehensive approach to discussing the individual resident's unique needs among the interdisciplinary team. This allows for prompt and effective management of symptoms and conditions.

We want our residents (and families)to be fully informed about their status and we want to understand each resident's specific wishes in respect to their goals of care . We want the interdisciplinary team to consistently refer to the resident's personal values, wishes and beliefs when developing their plan of care. In order to meet the goals of Advance Care Planning and Goals of Discussion and best respond to the resident's changes in status we have adopted the use of the Palliative Performance Score (PPS) throughout the resident's time in our Home. We formally assess and discuss the PPS as part of our quarterly medication reviews, admission/annual physicals and during any individualized care conference. We will use the PPS to help us assess any concerns expressed by the resident or family also. We have identified a champion RN to lead the Advance Care Planning process and are developing a standardized documentation approach for the interdisciplinary team to access when care plans are changing.

Regarding the standard of Education for our Team Members each staff member and volunteer attends a mandatory orientation session at the time of hire to acquire an understanding of our

Home's philosophy of Palliative Care. Our NPs and Nursing Leadership will continue to offer education regarding palliative care principles, symptom management, and self care so that our team remains engaged in providing superior resident care. We collaborated with researchers from Carlton University to examine opportunities to support staff with grief and bereavement initiatives so that we can help staff remain well in the context of perpetual loss in their work environment.

Our multidisciplinary Palliative Care Committee meets twice a year now to review our commitments to the Palliative Care Quality Standards and serves as a leadership forum to address new ideas which will support our resident's palliative journey.



POPULATION HEALTH MANAGEMENT

This year, we have continued to successfully promote the quality of service we aim to provide our residents. Some examples of these integrated partnerships include the development of a Rural Health Hub, a clinical partnership with area clinics and our collaboration with the local hospital. Algoma Manor recognizes that we have the ability and right to make good decisions for our communities within our region. We are most successful when we have opportunities to further grow and base our approaches on our partner and community strengths.

Algoma Manor currently has a support partnership with the Ontario Health Team. We work collaboratively together in capacity building to internally help the ALC issue. We are working towards developing a plan collectively together.

Algoma Manor is also apart of the Algoma Ontario Health Team.

“Ontario Health Teams are being introduced to provide a new way of organizing and delivering care that is more connected to patients Algoma Manor Nursing Home in their local communities. Under Ontario Health Teams, health care providers (including hospitals, doctors and home and community care providers) work as one coordinated team - no matter where they provide care.”

CONTACT INFORMATION/DESIGNATED LEAD

Contact information/designated lead

Pamela Ficociello; pamela.ficociello@algomamanor.com

Danielle Heubner; danielle.heubner@algomamanor.com

Candice Baltus; candice.baltus@algomamanor.com

OTHER

Algoma Manor was created in order to provide much needed healthcare services to a rural, Northern location. Seeing a need for energetic, nonprofit work in this area, we formed our organization to provide sensible solutions. Residents and their families are still entitled to the same benefits and services that are provided to larger urban homes. We've consistently grown since then, all thanks to the helping hands of this amazing community!

We focus on making the maximum positive effort for our community. Algoma Manor Nursing Home is a respected accredited long term care home within a rural community hub. We are recognized as a partner in an integrated regional continuum of care model for Northern Ontario.

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

Board Chair / Licensee or delegate

Administrator /Executive Director

Quality Committee Chair or delegate

Other leadership as appropriate
