

## **Quality Improvement Plan (QIP) – 2023/24**

### **Overview**

The Ivan Franko Home is a not-for-profit Long Term Care Home (LTC) that provides high-quality, individualized person-centered care for elderly Canadians. Our Home offers a traditional Ukrainian environment that feels like home. Our goal is to optimize residents' overall health and wellness and enhance their quality of life. We are committed to delivering a unique and dynamic LTC experience to our residents, their families, staff, and the community we serve.

### **Reflections since your last QIP submission**

We use various methods to monitor and improve the quality of care at Ivan Franko Home. Our multidisciplinary team, together with all staff members, conduct regular program evaluations to collect and analyze information on our priority areas for quality improvement. We also establish and address performance indicators, conduct annual resident and family satisfaction surveys through our Continuous Quality Improvement Committee, and hold staff surveys, quarterly food review committee meetings, and direct feedback sessions. Additionally, our advocacy programs include formal complaint procedures to ensure we are addressing any issues that arise.

### **Quality Improvement Achievements**

The Canadian Institute for Health Information (CIHI) collects LTC reports and generates Quality Indicators (QIs). Referring to CIHI numbers, Ivan Franko Home maintains a high level of care for residents, which is reflected in the publicly available annual QIs reports. The Home team continuously improves the residents' care. During the last Quarterly Evaluation of QIs, 91.4 % (32/35) of the indicators, including Clinical Issues, Safety, Psychological Function, Physical Function—were higher than Ontario provincial average. We are pleased to share that the consumption of antipsychotics in our Home is significantly lower than the provincial average, with only 10.62 % of our residents taking antipsychotics compared to 21.2% in the wider community. At Ivan Franko Home, it is our mission to prioritize alternative interventions and person-centered care over the unnecessary use of medication.

We have implemented the "All About Me" personhood tool, which is a questionnaire adapted from the Alzheimer Society. The tool enables our staff to gain a better understanding of our residents, connect with them on a personal level, and provide the support they need based on their unique preferences, interests, and life experiences. The questionnaire covers various aspects of our residents' personal lives, daily routines, likes and dislikes, and activities they enjoyed in the past. This information helps our team provide personalized care that enhances residents' comfort and sense of belonging,

ensuring a smoother transition into their new home. Using the "All About Me" tool also helps our staff feel more confident in delivering person-centered care to our residents.

The successful implementation of the Point Click Care & Kroll Integration. The feature will provide significant benefits to the nursing team at Ivan Franko LTC Home. With this integration in place, our nursing team can regularly monitor pharmacy orders and medication supplies, review clinical dashboards, and access the orders portal to manage orders alerts, pending confirmation/discontinue orders, and review medications on hold. This upgrade will also eliminate the need for faxing processes as the pharmacy will have access to all newly admitted, discharged, and re-admitted residents. This will streamline the medication management process, ensuring that our residents receive the right medication at the right time, improving their overall health outcomes.

We purchased two Lucynt Magic Tables-interactive and stimulating game-based therapeutic tool, designed to provoke thought, and promote social interaction for those suffering from mild to moderate dementia.

### ***Ongoing Projects***

RNAO and Point Click Care are partnering to integrate digitized versions of RNAO's Best Practice Guidelines (BPG) in LTC homes across Ontario using Nursing Advantage Canada. The three-year project will enhance resident-centered care, improve quality of care and outcomes, align with legislative and regulatory requirements, improve staff efficiency, and reduce errors. Clinical Pathways for admission assessment, resident- and family-centered care, delirium, dementia, depression, pain, falls, pressure injury, palliative care, and continence are available. We are actively implementing the project and have taken important steps towards achieving our goals. In particular, we have prioritized staff education on important topics such as delirium, depression, and dementia. By equipping our team with the knowledge and skills to provide high-quality care for residents with these conditions, we are confident in our ability to meet the needs of our community and promote positive health outcomes.

The Institute for Safe Medication Practices Canada (ISMP) is currently undertaking an important initiative to enhance medication safety in long term care facilities across Ontario. This ongoing project seeks to minimize the incidence of medication errors, which can have serious consequences for residents. ISMP's efforts are multifaceted, with a focus on identifying areas where medication errors are most likely to occur, and developing targeted interventions to prevent them. Our Home chose the Medication Reconciliation Stream to enhance the quality and timeliness of medication record entry upon resident re-admission from the hospital.

## **Patient/client/resident engagement and partnering**

At Ivan Franko Long-Term Care Home, we place a high value on patient-centered care and consider it a critical quality indicator. We recognize that residents have a fundamental right to express their thoughts and concerns about their care and living environment without fear of negative consequences

To ensure that we are meeting this standard, we conduct independent surveys with all cognitively capable residents. These surveys provide valuable feedback about the care we provide, and we share the results with residents and their families to increase their awareness of how to raise concerns or complaints. We also encourage the families to participate in the Family Council, which provides a formal mechanism for sharing feedback and suggestions with our care team.

We are proud to have an established Resident Council that provides a forum for resident representatives to share their thoughts, concerns, and recommendations. The Resident Council meets regularly to discuss issues related to care quality, facility operations, and other topics of interest to our residents. As part of our commitment to patient-centered care, we will continue to support the Resident Council and encourage active participation from all of our residents. By working together to identify areas for improvement, sharing feedback and insights, and collaborating on quality improvement initiatives, we can ensure that our care practices are tailored to the unique needs and preferences of our residents.

By prioritizing the voices of our residents, we can ensure that our care is tailored to their needs and preferences, and that they feel heard, valued, and empowered. We at Ivan Franko Home believe that this approach will lead to better outcomes for our residents and a more fulfilling experience for everyone involved in our care community.