



Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

July 6, 2022



OVERVIEW

At Ehatare Nursing Home we strive to be a leader in the long-term care field, recognized for high quality care and services, and for navigating well throughout the COVID-19 pandemic thus far. We endeavor to create an environment that supports each resident's rights to dignity, self-esteem, and independence by providing a resident-centered approach. This is achieved by designing and delivering programming and services that meets the growing and changing needs of residents, the community we serve, and the evolving times.

Ehatare Nursing Home is a 32-bed long term care Home that offers 24/7 nursing care to residents with a variety of physical and cognitive conditions. We promote the well-being for our staff by providing a rewarding and empowering work environment. Ehatare Nursing Home has a long history of resident family and caregiver engagement. We believe that having all stakeholders involved in the development supports our goal of quality improvement.

Ehatare Nursing Home takes pride in maintaining a culture of quality and continuous quality improvement. Quality is the foundation of everything we do. In 2022/23, we were able to maintain resident centeredness and resident satisfaction by adapting to the everchanging pandemic. The quality of services provided were aligned with the objectives identified by our system partners such as the MOHLTC, LHIN, SHN, TPH and HQO.

Even though we were faced with a shortage of Personal Support Workers and Registered Staff, our dedicated staff and leaders united

as a team and maintained quality initiatives to improve the care that residents receive. We remain committed to continuing our journey towards continuous quality improvement.

We believe that quality can only be achieved through an interdisciplinary approach and focus. This year's QIP will focus on resident and client experience, avoidable emergency department visits and Anti-psychotic medication use without having sign and symptoms of psychosis

As we engage in the transformation of the Ontario healthcare system and the implementation of the Long-Term Care Act, we are committed to:

1. Ensuring that improving resident care is the focus of any changes;
2. Enhancing the clinical knowledge and skills of our organization to ensure we are best caring for our residents and supporting the residents and their families in meeting their health care goals;
3. Maintaining a healthy and safe environment that supports all who are part of the Home

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

Ehatare Nursing Home continues to focus daily on resident experience, providing resident centered care to all residents of the Home. Communication with families and community partners has improved significantly as we've had to adapt to the changing times. Despite the continued challenges faced by COVID-19 and its many variants, in 2022/23 we were successful in minimizing outbreaks and did not suffer any loss of residents due to the COVID-19 virus. IPAC and safety measures and procedures improved significantly and continue to improve. Emergency department visits were avoided unless necessary.

PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS

Ehatare Nursing Home works closely with Residents and their families when developing key priorities for our Quality Improvement Plan. Data is collected from our Residents and Family Satisfaction Surveys to determine additional priorities that are identified by residents or their families. We review any concerns or complaints brought forward quarterly, analyze any trends, and put plans in place to resolve issues as quickly as possible. Procedures and protective measures are put into place to prevent issues from reoccurring and to enhance services. Open lines of communication and feedback is encouraged to help maintain transparency, build trust, and help improve quality and satisfaction. We believe that responding to suggestions and addressing concerns quickly is the key to customer satisfaction.

PROVIDER EXPERIENCE

Ehatare Nursing Home supported healthcare providers by increasing communication and maintaining transparency to provide a safe environment for those who visited the Home. Virtual opportunities or other accommodations were offered to help support providers who were unable to visit the Home. Engaging with community partners Scarborough Health Network and Toronto Public Health was done as needed to help improve quality and safety.

Ehatare Nursing Home adapted to the changing regulations by implementing all TPH and MOLTC safety measure in a timely manner while also implementing home-specific measures as needed. Personal Protective Equipment was always available.

Staff were supported and valued by providing further-educational opportunities and training. Increased communication helped improve efficiency and provide support to those in need. Staff were provided with overtime as needed or agency staff were contracted to help avoid burnout. Staff were appreciated in other ways, above and beyond previous years, to recognize their continued efforts. Workloads were shared and teamwork strengthened.

RESIDENT EXPERIENCE

Person to person care and programming increased to help counteract the many limitations and restrictions brought on by the COVID-19 pandemic. Activities were adjusted as the environment and regulations changed. Essential Caregivers were encouraged to come into the home in 2022/23 to help improve resident centered care and commented that they felt safe to do so. The ability to visit more than one resident helped support the increase of one-on-one time with residents and a sense of community. More activities and events were possible, compared to previous pandemic years, giving a sense of normalcy and hope.

CONTACT INFORMATION

Manjula Sivakumaran

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 **June 30, 2022**

Allan Meusi, Board Chair / Licensee or delegate

Veronika Viinamae, Administrator /Executive Director

Manjula Sivakumaran, Quality Committee Chair or delegate

Tiina Kumpunen, Other leadership as appropriate
