



Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

June 30, 2022

OVERVIEW

Macassa Lodge is one of two long-term care homes owned and operated by the City of Hamilton. Our mission is to provide person-centered, long term care that promotes well-being and creates opportunities to maximize the quality of life for our 270 long term care residents. An Adult Day Program is also on-site.

Our mission statement influences the Quality Improvement Plan by emphasizing those measures focused on the needs of the person rather than the needs of the service. That can be challenging at times in what can be seen as an institutional, complex, task-oriented

industry, characterized by legislation, regulation, oversight from various bodies.

We define person-centered care as treating a person with dignity and respect, involving them in decisions about their health and being responsive to each individual's unique needs, values, and preferences. In providing that service, it is vital to have the right people providing care and compassion for our Residents. We use our annual surveys of Residents and Families as one means of ensuring that we are on the right track. Our QIP includes a number of survey questions related to person-centered service and we also track comments received from the survey as well as from other sources, e.g. Resident and Family Council meetings.

We continue to monitor the quality of life indicators outlined by Health Quality Ontario, and will focus our QIP will efforts on those areas where improvement is warranted, based on current performance and recent performance trends. Planned improvement

initiatives will follow the PDSA methodology, to test new ideas on a

small scale, making changes more efficient, safer and less disruptive

to residents and staff while also providing a framework for identifying goals, measures of success and evaluation of results. Finally, the City of Hamilton has initiated a continuous quality improvement program and Macassa Lodge is part of that process. At the organization level, the City has introduced an accountability program for each of the organizational units, including Long Term Care. Each unit is developing key performance measures and goals based on client outcomes, financial performance, processes and employee learning and development. At the service delivery level, the City is providing training and support for continuous quality improvement using Lean Six Sigma and other tools. Macassa Lodge is undertaking a review of all of the services provided, validating, or in some cases, identifying key measures at the organizational level, determining baseline performance and setting improvement targets where warranted and where resources are available to undertake improvement efforts. We are also reviewing our service delivery at the program level, focusing on identifying and prioritizing improvement opportunities for those services Program Evaluations. A key focus area is to look for opportunities that can foster cross-functional collaborate and engage both residents and front-line employees in the effort.

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

At Macassa Lodge we have remained committed to quality initiatives for the last 18 months. Although our focus was, and continues to be COVID 19, the work around driving innovation, education, and person centered care really has not changed, in fact we are more in tune now with quality than ever before.

We have a robust quality committee that meets routinely, we are enhancing the membership to this committee to include front line staff, other allied health professionals and family and resident representation.

PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS

Our We are adapting to ever changing directives from PHO and the Ministry of Health to manage our complex population. Isolation, vaccination along with education about COVID 19 and infection control have been our daily priority. Our innovation this year to manage outbreaks and collect data has been using an application called Health Connex.

PROVIDER EXPERIENCE

Health Human Resource shortage in the sector. Burn out, monetary initiatives for wage enhancements are only PSW specific. Supported staff with time off when necessary.

CONTACT INFORMATION

Lisa Phelps, Administrator
Macassa Lodge
City of Hamilton, ON

OTHER

Other system partners include:

- AdvantAge Ontario
- Local Health Integration/CCAC
- Alzheimers Society (PRC)
- Dr. Luthra (Psychogeriatrician)
- Region 2 Administrators group
- HHNB LHIN Hamilton and LTCH group
- TENA (Continence products)

CareRX Pharmacy

- Nurse Practitioner
- LTC Clinical Supports Program through MOHLTC
- RNAO Best Practice Coordinators
- Vendors
- Partnerships with our Medical Director

WORKPLACE VIOLENCE PREVENTION

Macassa Lodge has several mechanisms in place to monitor, reduce

and prevent workplace violence including:

- Expectation that each level of management and all employees comply with Occupational Health and Safety Legislation and Standards
- Access to a Workplace Health & Safety Specialist
- Multidisciplinary Joint Health & Safety Committee including

workplace inspections and departmental audits

- Code Exercises and drills for Code Red, Code White, Code Yellow, Code Green, etc.
- Annual Mandatory Training for all employees which includes MOHLTC mandated areas and Health and Safety
- Completion and review of Workplace Violence Risk Assessment
- Corporate and Lodge Policies and Procedures (ex. Zero Tolerance of Abuse, Workplace Harassment and Bullying, Code White Violence Behavior)
- Parklane incident reporting ; review of all incidents
- Critical Incident Reports (CIS) and review of all incidents
- Community Partners such as BSO, PRC
- Care planning for residents with responsive behaviors
- Leadership team members who work closely with staff, Human Resources, the Unions and Joint Health and Safety Committee to ensure a safe environment is maintained
- Supporting employees in pursuing education/certification related to health and safety such as Certification for Health and Safety through Public Services Health and Safety Association

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
