

Quality Improvement Narrative 2021

OVERVIEW

Victoria Gardens has a Quality Improvement Plan in place that monitors, analyzes, evaluates, and improves the quality of the accommodation, care, services, programs, and goods provided to residents. The Quality Improvement Plan is geared towards the prompt identification and correction of existing and potential operational gaps. As part of our Quality Improvement Program, Victoria Gardens selects and monitors a series of key performance indicators to ensure continuous quality improvement is maintained. Victoria Gardens uses an incident monitoring system that identifies adverse events and sentinel events in order to develop and implement both preventive and corrective operating processes. Victoria Gardens ensures all programs, services and activities are continually monitored, audited and evaluated in order to continually improve the quality of care provided. On an annual basis, Victoria Gardens examines its Quality Improvement Plan as part of its strategic planning process and sets goals and objectives to achieve its priorities. Through the Quality Improvement Plan, Victoria Gardens actively pursues feedback from residents, staff, stakeholders and other organizations involved in the delivery of services. In the provision of its services and programs, Victoria Gardens utilizes a resident centred approach to care to ensure resources are organized and based on needs. The Quality Improvement Plan meets Accreditation and Health Quality Ontario requirements.

DESCRIBE YOUR ORGANIZATION'S GREATEST QI ACHIEVEMENT FROM THE PAST YEAR

This past year, one of Victoria Gardens greatest QI achievements was keeping the Home COVID free. Since the onset of the pandemic in March of 2020, until the end of December 2021, the Home succeeded in eliminating the transmission of the virus and avoiding a COVID-19 outbreak. This achievement came as a result of the Home's steadfast commitment to public health and safety protocols as well as its keen focus on infection prevention and control measures. Continuous monitoring was performed by the Home's IPAC nurse who conducted regular compliance audits and provided ongoing staff education to protect against possible outbreak. Vaccination played an integral role in the home's IPAC approach, as well as adherence to social distancing, testing and masking requirements. According to the 2021 Resident/Family Satisfaction Survey, 100% of respondents believed that Victoria Gardens kept their loved one safe and indicated being satisfied with the visiting option provided by the Home. Another notable QI accomplishment was the facility renovations. Over the course of 2021, the Home put in new flooring throughout the building, installed new nurses hub stations and purchased new dining room chairs. These enhancements to the physical environment are reflective the Home's commitment to continuous quality improvement and dedication to service excellence. A final QI achievement of the past year was the incorporation of a Computerized Prescriber Order Entry system (CPOE). This new medication safety technology ensures a safer medication system with clearly written physician orders

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LTC COLLABORATION AND INTEGRATION

Throughout 2021, Victoria Gardens continued to work closely with its community partners and key stakeholders to deliver the most appropriate, high-quality services to its residents. Victoria Gardens works directly with Ontario Health, the HCCSS, area hospitals, the Department of Public Health, and other community health providers with the goal of providing an interdisciplinary continuum of long-term care.

PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS

Victoria Gardens believes that residents and families are essential allies to ensuring quality and safety of care. As such, the Home is guided by a variety of policies and procedures that encourage resident & family presence in all aspects of care and quality improvement. Care planning initiatives are structured according to the Home's client-centered approach, wherein residents have the right to participate fully in the development, implementation, review and revision of their plan of care.

Victoria Gardens provides a variety of opportunities for leaders to engage in dialogue with residents and families to solicit input for the purpose of quality improvement. Resident and Family Councils provide a platform for members to express their perspectives and knowledge on areas for improvements. Council meetings allow for residents and families to participate directly in the quality improvement and decision-making processes by providing feedback on programming and services.

The Home also utilizes several assessment tools to collect data from residents and families that is used to improve service delivery and quality of care. The Resident satisfaction survey provides insight into the resident/family's overall experience at Victoria Gardens, while tools such as the Continence Care Product Evaluation provides information on specific care products. The Home's formal complaint process is another mechanism through which Victoria Gardens partners with residents and families. The complaint process is an established avenue for collecting feedback that is crucial to improving responsiveness and meeting the changing needs and expectations of residents and their families

WORKPLACE VIOLENCE PREVENTION

Victoria Gardens utilizes a Safety First Focus to maintain a safe and secure work environment for all staff. Leadership recognizes the importance of providing a workplace that is supportive of the productivity, personal goals, dignity, and self-esteem of every employee. As such, the Home adheres to a formalized workplace violence and harassment prevention policy. The policy

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contains definitions of what constitutes workplace violence and harassment as well guidelines on the Home's incident reporting and appeal processes.

Victoria Gardens also has a policy dedicated to the investigation of Workplace Violence, Harassment and Abuse. This policy details the steps taken by the Home when investigating and responding to incidents of workplace violence. The Professional Responsibility Committee is responsible for reviewing reported incidents of workplace violence and using this information to improve safety, reduce incidents of violence and improve overall workplace experience.

Information and training are provided to team members on the prevention of workplace violence, both upon hire and on an annual basis. Information is shared and input is sought with Joint Health and Safety Committee members, who make recommendations to reduce or eliminate the risk of violence in the workplace.

LTC ALTERNATE LEVEL OF CARE

Victoria Gardens is helping to address the ALC challenges by planning to build and redevelop a 160 bed Home. This could alleviate some of the pressures in the hospitals and increase capacity in the system. In the past and currently, the Home will accept an ALC resident from the hospital, including accepting a basic accommodation into a semiprivate room, if there is an urgency to clear an active bed. Victoria Gardens works with the HCCSS placement coordinators, as well as the hospital social workers in order to understand their priorities.

VIRTUAL CARE

The restrictions caused by the COVID-19 pandemic created a need for increased virtual care for Victoria Gardens residents. Throughout the pandemic, maintaining family/friend relationships became one of the Home's top priorities. To ensure residents received the care and family connection they needed, the Home invested in new digital devices such as laptops and tablets. Staff facilitated virtual visits via Zoom, Skype and Facetime in order to improve health care delivery and maintain family/friend interactions. The additional tablets will also be used when the Home implements Point of Care in 2022, which will provide better streamlining for front line staff to access information.

CONTACT INFORMATION

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