

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 21, 2024

OVERVIEW

Sandfield Place is a family-run home, that has seen 3 generations. We are very fortunate that our administrator herself is a registered nurse. This allows her to understand the nursing challenges we are facing and ensures our residents are getting proper care from the whole team.

Sandfield Place prides itself for a high standard of care. We are very quick to act if there are any issues with our residents. We want our residents to feel at home here and we want our family members to be worry-free when their loved one is at the facility. We are very fortunate to get compliments from our wonderful families about how they trust our facility and staff and are happy with their loved ones here.

Sandfield Place always strives to do better. For example, completing palliative care and end of life care courses with our registered staff. Our staff want to ensure the residents are receiving proper care and are made comfortable. We look for ways to support the family members and residents through the process. We also try to ensure our staff are getting the support they need when someone passes away.

Overall, the resident's care has always been our priority at Sandfield Place. Because best practice is always changing, we are constantly needing to evolve and educate ourselves on what the new best practice is. We will always continue to better ourselves to make sure the residents are receiving exceptional care.

ACCESS AND FLOW

One of our quality improvement goals is to reduce emergency visits. We have done a lot in the past including adding labwork in house, x-rays in house, having our physician on call and willing to take our calls for emergencies.

Recently, we were very fortunate to receive funding from the local priorities fund from Ontario Health. One piece of equipment we purchased was an IV pump. We have had residents go to hospital for infections that required IV antibiotics for treatment. We also have had residents who were dehydrated and benefit from IV hydration. Having this IV pump in the facility will allow these residents to stay in their homes, rather than being sent to the hospital for these treatments. We had in-services and training sessions for registered staff to ensure they are trained and feel confident on how to use the IV pump for these cases.

We also ordered a new doppler, and a bladder scanner from this funding. This assessment helps to prevent emergency room visits to assess for urine retention or cardiac concerns rather than sending to hospital.

Having our physician on call, and receiving this equipment has been a great way to keep our residents comfortable in the facility. This is the resident's home. It is disruptive to send our residents to the hospital. These two interventions have made us successful to keep at our residents at home.

EQUITY AND INDIGENOUS HEALTH

Sandfield Place respects all residents of different cultures. For those residents who are indigenous, we speak with the resident and their families about what type of things we can put in place for their care. If there is anything special they would need. The same applies for all our residents. We can diver to place their cultural and spiritual needs into their care plan to ensure they feel satisfied and comfortable.

Should there be anyone who comes to the facility who has a disability, we ensure a plan for this individual and make sure they are able to get around, and have easy access to what they need. We are very open here at Sandfield Place, and try to be very accommodating. Should there be any issues, we always say we have an open door policy.

We also provide annual training to all the staff, and provide extensive and high-level orientation for new hires. We want to ensure all of our staff are prepared for those with disabilities and different cultures. We also support our staff and encourage them to take additional courses, such as french learning or culture training.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Sandfield Place prides itself for a positive resident experience. During our latest resident satisfactory survey, which we send out yearly to the residents and family members, we received a lot of positive comments. There were comments such as "home-like environment", "friendly and clean", "kindness of staff", "quality of care", "consistency of staff", and "Leo". We have a dog, Leo, who comes in to visit the residents, which the residents seem to love. Leo received a special mention on the resident satisfaction survey. Our team at Sandfield Place works hard to make sure the residents have an exceptional experience. Our activity department has a lot of different activities which they plan with resident input. If they know that the residents like a special outing, they will go out of their way to make sure this special outing happens for the resident. The nursing staff are very good to know the residents and their care plans. They also know the residents' likes and dislikes, and will accommodate with their wishes. Between the nursing staff and housekeeping staff, the facility does not have any foul odours. The nursing staff make sure all the residents are toileted and are on a toileting program, and the housekeeping staff ensure the facility is well cleaned. Our dietary department is always good to take suggestions from residents about what they like and dislike and accommodate their food preferences. It is a team effort to keep all the residents happy at our Home. Our team is wonderful to keep a home-like environment for our residents and to keep them safe and happy.

PROVIDER EXPERIENCE

In the healthcare field, there are always challenges that are occurring. Some families disagree with certain policies, some residents prefer their care from a certain staff member, etc. What we've learnt is that people want to be heard. We listen to the concerns that are brought forth, and then we seek input from our families and residents about how we can grow and adapt. Staffing has always been a challenge with healthcare. We are noticing since COVID-19, that staffing in the medical field has been declining. It is a challenge to get new employees to understand the importance of health care and being present and available for the needs of the residents. We are seeing absenteeism rates increase among newer staff which we were not seeing as excessive prior to COVID-19. Support and education is offered to the staff regarding this, but does not seem to be effective. Although staffing has been challenge, Sandfield Place is very fortunate to not have used agency staffing, even during COVID-19. Some challenges we were seeing is to go back to "pre-COVID-19" lifestyles. There was a lot of confusion, questions, concerns about the vaccination, masking, etc. With the new regulations, there was a lot of education we needed to do with families and our residents. Some were happy about the new regulations, while others were adjusting. We tried to support everyone who had questions about the process.

SAFETY

One safety technique Sandfield Place tries to work on is reducing falls. We have universal fall precautions for all of our residents, and have recently purchased more fall mats and raised perimeter mattresses to help prevent falls/ injuries. We have utilized our fall prevention funding, and purchased more bed and chair alarms to alert us when someone gets up without assistance. We keep the resident's care plans individualized about what the residents need. For example, if we see a pattern where the resident is falling because they need to go to the bathroom, we would implement extra toileting for that resident.

We also have a goal of reducing anti-psychotics for those residents who do not have a firm diagnosis. For the resident's safety, there are other interventions we can implement for behaviours instead of anti-psychotics. Our physician and nursing staff collaborate keep these numbers reduced and only prescribe them if they have a mental health diagnosis.

We also make sure our staff are using our infection control interventions appropriately. Our IPAC team continues to do audits and teaching with the staff about hand hygiene and donning and doffing of PPE. We educate new staff upon orientation about ARO's, hand hygiene, contact, droplet and airborne precautions, and donning and doffing of PPE. We also educate our staff annually on this, and provide in-services accordingly.

Overall, we maintain a happy and safe environment for our residents.

POPULATION HEALTH APPROACH

Sandfield Place takes a holistic approach when it comes to the care needs of our residents. We have great community partners who support our team. This year, we recently participated in an Accreditation Canada Survey. We received Accreditation with Commendation. Our community partners were great support. Sandfield Place acts fast if they see a resident in distress or could potentially be in distress. We do a lot of health education to the resident to try to prevent illness or distress. However, when someone becomes ill, we manage to treat them early. Our community partners will assist us to provide equipment, education for the staff, and general support of the team.

When we believe that a resident could potentially be sick, our medical director is always on call and will assist us. The nursing staff are trained on recognizing the signs and symptoms of illness/ distress early if something arises. We promote the health and safety of our residents within the home.

CONTACT INFORMATION/DESIGNATED LEAD

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OTHER

Sandfield Place strives to continually improve ourselves and our practice. We want our residents and family members to be happy within the Home and feel listened to. Sandfield Place has a standard of a high standard of quality care that we teach to all new employees. We want to create a family home-like environment for our residents while also keeping them safe and their families worry-free.

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 **March 21, 2024**

Samantha Below, Board Chair / Licensee or delegate

Stephanie Kinnear, Administrator /Executive Director

Darren Stinson, Quality Committee Chair or delegate

Sebastien Perrier, Other leadership as appropriate
