



Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

July 4, 2022



OVERVIEW

Sandfield Place prides itself for its fall prevention program. We want to make sure our residents are safe in their homes and prevent injuries as much as we possibly can. We understand the significance of keeping residents in their homes and reducing hospital visits to allow for the residents to be comfortable in their home. We want to promote the quality of life for our residents and ensure they are happy and healthy. We also understand the importance of infection control and prevention, especially within the past 2 years with COVID-19. We have devoted ourselves to keep our residents safe from COVID-19 by implementing measures for prevention. We also see the importance of infection within our elderly population, more specifically with residents having UTIs. Whenever an elderly resident has a UTI or sort of infection, it will cause confusion and other symptoms. Sandfield Place wants to prevent UTIs or detect them early to promote quality of life for the residents. Our strategy to reduce the fall prevention and decrease UTI rates in the home would be to meet on a regular basis and review what occurred with each resident. Upon review, we will implement some strategies based on the individual resident's needs to prevent or reduce the number of falls of UTIs the resident has. We will also review the new admission process and our new admissions to identify what is the causes of the falls and what we can do for our prevention technique.

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

Although last year we did not have a formal QIP due to COVID-19 issues, we still noticed that we had an increase of falls whenever residents were first admitted to the facility. Because it is a new environment, and there is an adjustment period, this is something for the facility to be aware of and put interventions in place for new admissions when they move in. Even with the pandemic, we need to find our structure whenever we have a new admission, which could be difficult with certain barriers with the pandemic, ie families were restricted to visit. We understand the importance of these types of barriers and want to ensure the resident is safe, healthy and supported through the new admission process. The pandemic has helped us to realize the importance of infection control. While PPE, and general hand hygiene is the basis to reduce all infections, we also have seen quite a few of our residents develop UTIs, and develop symptoms related to the UTI. We noticed that these symptoms could cause distress to the residents or family, which is why it is important for us to try to prevent UTIs and help the resident remain comfortable.

PATIENT/CLIENT/RESIDENT PARTNERING AND RELATIONS

Over the past year, most of the challenges that occurred were due to complications of the pandemic. There were different directives being placed that are requirements for LTC to follow. The difficulties arose when the residents did not understand why certain directives were in place. They saw a lot of changes too, for example, less family being able come to visit, and the staff need to wear masks. If the long-term care facility goes into an outbreak, there is a lot of precautions to be in place, including isolation. There was a lot of changes for the residents to understand. At Sandfield Place, we keep an open dialogue of the changes with all of the residents and communicate why these changes are occurring. Despite the challenges during the pandemic, we were still working towards maintaining the standards that we would want for our residents every day. We have still put in place the interventions that are best for the residents and are following up to ensure the staff are following the care plans. At Sandfield Place, we have a very high standard for our residents' needs and we require our team members to have the same high standard and accountability. This is why it is important to us to keep our residents happy and healthy regardless of the conditions and try to accommodate their needs as much as possible. Even with the pandemic or if we are in an outbreak, we make sure to implement the recommended measures, but also ensure our residents do not suffer because of it and still promote their quality of life.

PROVIDER EXPERIENCE

One of the challenges that are arising are the changes from the pandemic. There were a lot of changes and recurrent changes that arose and requiring staff to get used to all the new changes. What we would do is the same type of situation we would for families, we would keep an open dialogue with our staff members. We communicate what the changes are and the need for them. We included huddles in our practice and make monthly general staff meeting. We encourage our staff to discuss their feelings and validate their concerns.

RESIDENT EXPERIENCE

One of the things that affected our resident's social activities would be the pandemic. We were limited to who was able to come in and visit, and trying to maintain a 6 feet distance with other residents. Sandfield Place recognizes the importance of socialization and increasing the resident's quality of life. To increase the social connectedness, our plan is to continue our resident satisfaction surveys yearly to gather information back from the residents and their families and learn from our feedback. With our care conferences, we address with the residents and their families what types of things they enjoy and dislike and follow up accordingly. We always keep an open dialogue with our residents and try to encourage them to voice their concerns so we are able to help with what is necessary. Our next plan is to track the feedback from residents and family members and communicate this feedback to the team and implement this into our practice.

CONTACT INFORMATION

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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**

Stephanie Kinnear, Board Chair / Licensee or delegate

Stephanie Kinnear, Administrator /Executive Director

Samantha Below, DOC, Quality Committee Chair or delegate

Darren Stinson, Other leadership as appropriate
