

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 24, 2024



OVERVIEW

The Quality Improvement Program is continually evolving and growing with a continue commitment to enhance the quality of life for those we serve by providing Love, Care and Dignity within a safe, home-like environment. The John Noble Home's Quality Improvement Plan will continue to focus on the priority indicators that are consistent with the priorities of the Ministry of Health, Ministry of Long-Term Care and Ontario Health. The Home is currently recruiting for a new member of the team to fill the position of Quality Improvement Coordinator, once hired they will build and grow the current vision of the Home.

ACCESS AND FLOW

The John Noble Home has worked closely with the the Nurse Practitioner from the Brantford General Hospital who leads the Nurse Lead Out Reach Team (NLOT) in having residents have access to care delivered here at the John Noble Home and potentially avoiding ED visit or hospital stay. Through this partnership we were able to train the staff on the use of CADD pumps to allow for admission of resident into the home who require this care. In 2024/2025 we will further provide the staff with education on the use of the CADD pump for IV administration of remdesivir, this will also allow for resident's of the home who require other medications to be delivered via IV to potentially receive treatment within the home avoiding a ED visit or Hospital stay. Also allowing any person applying for Long-Term Care who requires this support to be supported at the John Noble Home.

PATIENT/CLIENT/RESIDENT EXPERIENCE

The John Noble Home continues to implement best practice guidelines (BPG) as a Best Practice Spotlight Organization (BPSO). In 2023 the home focus was on the implementation of the End of Life Care BPG. Palliative Approach Questionnaire were sent out to all resident/families to determine goals for quality of life. The goals of care discussion were implemented at 6 week post admission, annual and with any signification change in status.

In early 2023 the roll out of the oral health best practice guideline to on home area and in March 2023 to all residents on each home area. A quarterly assessment of each resident's oral health as well as a new focus have been added to include preference for the cleaning, oral cavity presentation (dentures/partial plates/teeth/gums). All oral supplies will be switched out quarterly or following illness.

PROVIDER EXPERIENCE

The home has continued with it's development for a robust hiring process, implementing retention strategies assisted in fostering an environment of education and innovation. In 2022/2023 a trail of advertising signs outside the home were implemented and job fairs by the HR Generalist. A new position was created for a student placement coordinator to assist with both student placement within the home to foster a relationship with the homes staff and for the mentorship of potential new hires. This position assist with the on boarding of nursing staff to the home.

SAFETY

In January 2023 the home implemented the use of the Integrated Medication Management EMAR to all home areas. This allows the nurses to document all medications given and treatments administered within the Point Click Care System. All orders are captured under the orders tab under each resident's profile, including all current medication, holds, new order and discontinued medications. Registered staff are also able to order all medication though this portal. The home also implemented medication scanners for medication. Each residents pouched medication is able to be scanned by the registered staff completing the medication pass, this communicates with Point Click Care to ensure medication in the pouch are given appropriately (time, does, resident). The scanner acts as an additional independent double check for right time, dose, person, medication for each pouch medication given to our residents.

POPULATION HEALTH APPROACH

In 2023 the Home partnered with a consultant from the Stedman Community Hospice come to support the staff and family for MAID. The home has partnered with Brant Satellite IPAC Hub for a slide presentation for both Caregivers and Volunteer education on the Chain of Infection; Chain of Transmission; Breaking the Chain; Routine Practices, Point of Care Risk Assessment; Hand Hygiene; Personal Protective Equipment; Respiratory Etiquette, Environmental Cleaning Disinfection. This slide deck was also presented to the Personal Support Workers.

Prior to the roll out of the Oral Health Best Practice Guideline, Katarina Selinger from Public Health completed in-services to all staff regarding denture care in August 2023.

Through the homes partnership with the Nurse Practitioner for the Nurse Lead Outreach Team from the Brantford General Hospital were were able to support the use of a CADD pump within the home. Through this partnership we were able to secure the loan of two CADD pumps for short term use.

Alzheimer's Society has provided both in person and virtual training session on various topics including Sexuality and Dementia.

CONTACT INFORMATION/DESIGNATED LEAD

Jennifer Donn
RAI Coordinator
John Noble Home
97 MT. Pleasant Street
Brantford, Ontario
N3T 1T5

Anna Gora
Director of Care
John Noble Home
97 MT. Pleasant Street
Brantford, Ontario
N3T 1T5

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 28, 2024**

Richard Carpenter, Board Chair / Licensee or delegate

Michael Bastian, Administrator /Executive Director

Anna Gora, Quality Committee Chair or delegate

Jennifer Donn, Other leadership as appropriate
