

Quality Improvement Plan (QIP)

# **Narrative for Health Care Organizations in Ontario**

March 13, 2025

## 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 implemented project AMPLFI with Barnt Community Health Care System, it allows us to receive and send residents health information between Jhon Noble Home and Barnt community, this helps use to improve resident care. In 2024 IV administration was started in home for resident who returned from hospital who required IV antibiotic. Elastomeric pump was used for IV medication administration. Residents of the home who require other medications to be delivered via IV to potentially receive treatment within the home avoiding ED visit or Hospital stay. New Pharmacy was introduced late 2024 with physician ordering online portal that allows use to eliminate errors related to written orders and promote instant communication with pharmacy. Three-month medication review is completed online. In 2024 we re-educated the Registered staff on the use of the CADD pump for IV administration.

## **EQUITY AND INDIGENOUS HEALTH**

The John Noble Home has multiple community partners that help with different cultural resident that needs services like smudging ceremony. We recognise The National Day for Truth and Reconciliation on September 30th.

## **PATIENT/CLIENT/RESIDENT EXPERIENCE**

Resident and family input have remained a priority for the John Noble Home as we continue to implement best practice guidelines (BPG) as a Best Practice Spotlight Organization (BPSO). Having the opportunity to complete the BPG Person and Family Centered Care has impacted the culture of the Home at an administrative level as well. Family Council and Resident Council members sit on multiple committees such as the Infection Prevention and Control Team, Pain and Palliative Committee, Quality Improvement Team and have been able to participate with redeveloping these mandatory programs by providing insightful knowledge and resource. John Noble Home is working on re-creditation with Accreditation Canada in 2025/2026 that involves resident, family, and staff.

## **PROVIDER EXPERIENCE**

Strategic objectives such as developing a robust hiring process and implementing retention strategies assisted in fostering an environment of education and innovation. Sparking creativity and developing new ideas to care approaches and organizational structure assisted with promoting a culture of open dialogue and a positive workforce. Recovery incentives such as celebrating nurse's week, cultural days, employee recognition, theme days and monthly draws had a positive impact on staff as these were regrettably missed during the pandemic.

## **SAFETY**

The Home is committed to achieving and maintaining the philosophy of a safe and healthy workplace and Home, for all its employees, residents, volunteers and visitors. The Home has a client safety plan which assists in ensuring compliance with the applicable laws and standards as well as safe work practices and procedures. The goal of the safety plan is to provide information that allows the Home to deliver services in the safest manner possible in a joint effort to reduce the possibility of adverse events resulting from unsafe practices and conditions. Areas of risk are recorded through the various committees within the Home, including the Quality Improvement Team, Risk Management, Infection Prevention and Control and the Joint Health and Safety Committee. Care and services are also evaluated, and any identified safety risks are corrected. Resident safety is then improved by coaching, mentoring, implementing organization-wide initiatives, promoting widespread learning, accessing evidence, implementing best practice guidelines and encouraging feedback while recognizing individuals for their input.

## PALLIATIVE CARE

John Noble Home continues to have Goals of Care Discussion at 6-week post admission and annual Inter Disciplinary Care conference. New palliative care boxes were updated with stencil to provide as a meaningful keep's sake for family. Palliative Care Series display was located at the front of the home and include Information changed every 3-4 weeks for families, staff and residents, the display included information on what advanced care planning is, the importance of being prepared, scenarios, informed consent, CPR vs. DNR, game for family and caregivers. This was very successful. Caregiver Resource Webinar was recorded and uploading on the Home's website providing valuable information to our families, caregivers and the community.

## POPULATION HEALTH MANAGEMENT

Alzheimer's Society has provided virtual training session on various topics including Sexuality and Dementia. Mobile Behavioral support Ontario team and social worker helps implement non pharmacological interventions to manage residents with responsive behaviours.

## CONTACT INFORMATION/DESIGNATED LEAD

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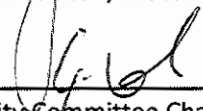
## SIGN-OFF

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

  
Board Chair /Licensee or delegate

   
Administrator /Executive Director

   
Quality Committee Chair or delegate

   
Other leadership as appropriate