



Committee of the Whole

Meeting Date: March 26, 2024

Submitted By: Brent Kerwin, Strathmere Lodge Administrator

Subject: Provincially-required Annual Quality Improvement Plan – 2024/25

BACKGROUND:

Health Quality Ontario (HQO) requires health care organizations, including long term care homes and hospitals, to complete, submit and post a Board-approved Quality Improvement Plan (QIP) annually. This year's QIP submission is due to HQO by April 1, 2024 for the period April 1, 2024 to March 31, 2025.

ANALYSIS:

HQO is under the umbrella of the Ontario Health super agency, and is dedicated to: reporting to the public about the quality of Ontario's publicly funded health system; supporting continuous quality improvement; and promoting healthcare based on the best scientific evidence available. A Quality Improvement Plan is, by HQO definition, *"a formal, documented set of quality commitments, aligned with healthcare system and provincial priorities that a healthcare organization makes to its patients/clients/residents, staff and community, in order to improve quality through focused targets and actions."*

Each QIP is based on standardized templates and guidance materials provided by HQO. Submitted annual QIPs are available for review by the general public (via HQO website), and are *"reviewed and analyzed"* by HQO *"to help track healthcare system-level progress on priority indicators, and to identify strategies that organizations can use to further develop and achieve their plans"*.

The Strathmere Lodge 2024/25 QIP was drafted by the Administrator in consultation with the Home's Quality Improvement (QI) Committee (comprising representation from residents, families, front-line staff and Management). Our QI Committee has selected two (2) focus areas for improvement this year as follows:

1. Reducing The Need to Transfer Residents to the Hospital Emergency Department; and
2. Reducing Resident Falls.

With respect to resident transfers to the emergency department, The Lodge consistently compares favourably vis-à-vis provincial comparative long term care home data (i.e., lower rates of hospital transfers versus the provincial long term care home average), but by improving our performance, and minimizing hospital transfers, we:

1. Keep residents in familiar surroundings;
2. Contribute to the efficiency and effectiveness of hospital operations; and
3. Contribute to the efficiency and effectiveness of Emergency Medical Services (EMS) operations.

With respect to resident falls, The Lodge consistently compares favourably vis-à-vis provincial comparative long term care home data (i.e., lower rates of resident falls versus the provincial long term care home average), but by improving our performance, and minimizing resident falls, we:

1. Prevent resident injury;
2. Prevent physical decline; and
3. Prevent loss of confidence in residents' mobility (which may reduce participation in social activities).

Our Change Ideas to reduce transfers to the emergency department are:

1. Recruiting a Nurse Practitioner (NP) via provincially available NP funding;
2. Seeking in-house and external provider opportunities to do more testing and treatment on-site (including via additional staff training and equipment), before having to transfer residents to the Emergency Department; and
3. Ensuring applicable residents are on Antiresorptive Therapy (e.g., Vitamin D and Calcium) to strengthen bones to minimize fractures, a leading cause of emergency department transfers.

Our Change Ideas to reduce resident falls are:

1. Implementing a new Cordless Falls Prevention Monitoring System (e.g., bed/chair alarms, motion sensors) to better alert staff to residents who are attempting to self-ambulate when staff assistance is required for safety;
2. Reviewing medications of residents prone to falls, where medication may have side effects that could lead to falls; and
3. Referring applicable residents to our Nursing Rehab Program, for strength and balance training, effective in reducing falls.



Throughout the 2024/25 year, the Quality Improvement Plan will be monitored by The Lodge's Quality Improvement (QI) Committee, and adjustments to the QIP will be made to achieve the best outcome.

FINANCIAL IMPLICATIONS:

The Lodge Quality Improvement Plan will be implemented via existing funding, and provincial funding available for Nurse Practitioners and specialized equipment.

ALIGNMENT WITH STRATEGIC FOCUS:

This report aligns with the following Strategic Focus, Goals, or Objectives:

Strategic Focus	Goals	Objectives
<p>Cultivating Community Vitality</p> 	<p>Advance a diverse, healthy, and engaged community across Middlesex County</p>	<ul style="list-style-type: none">• Promote and support community wellness• Innovate social and community services• Champion and encourage active transportation and public transit opportunities
<p>Promoting Service Excellence</p> 	<p>Innovate and transform municipal service delivery</p>	<ul style="list-style-type: none">• Anticipate and align municipal service delivery to emerging needs and expectations• Engage, educate and inform residents, businesses, and visitors of county services and community activities• Collaborate with strategic partners to leverage available resources and opportunities• Build organizational capacity and capabilities

RECOMMENDATION:

THAT the 2024/25 Quality Improvement Plan be approved;

AND THAT the Strathmere Lodge Administrator be directed to submit the Quality Improvement Plan to Health Quality Ontario.

Attachment