

2019/20 Quality Improvement Plan for Ontario Long Term Care Homes "Improvement Targets and Initiatives"

St. Joseph's Villa, Dundas 56 GOVERNOR'S ROAD

AIM		Measure								Change					
Issue	Quality dimension	Measure/Indicator	Type	Unit / Population	Source / Period	Organization Id	Current performance	Target	Target justification	External Collaborators	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Target for process measure	Comments
M = Mandatory (all cells must be completed) P = Priority (complete ONLY the comments cell if you are not working on this indicator) C = custom (add any other indicators you are working on)															
Theme I: Timely and Efficient Transitions	Efficient	Number of Emergency Department (ED) transfers	C	Count / LTC home residents	Local data collection / January to December 2018	51966*	150	135.00	Organization believes that a 10% decrease represents a stretch goal for this indicator.	St. Joseph's Health Care System Hamilton	1) Increase the available resources to manage minor injuries at the Villa by March 31, 2020	Implement onsite laceration management options such as Dermabond	Onsite laceration management options including training for staff has been implemented	Laceration management options implemented	
											2) Increase percent of residents who have been vaccinated against pneumonia by March 31, 2020	Review all residents to determine vaccination rates against pneumonia. Ensure physician order and consent is obtained prior to administration of vaccine.	Percent of residents who have received Pneumovac	50% of residents (195 residents)	
											3) Increase resident and family understanding of what services and resources are available at the Villa to avoid emergency	Engage with residents and families on what care can be provided at the Villa versus going to hospital	Number of engagement sessions or materials provided to families and/or residents	4 sessions/materials provided	
											4) Improve documentation and communication related to emergency department (ED) transfers by March 31, 2020	Develop a standardized documentation progress note template based on SBAR for ED transfers	Implement the standardized documentation progress note template	Progress note template implemented	
Theme III: Safe and Effective Care	Safe	Number of workplace violence incidents reported by workers (as by defined by OHSA) within a 12 month period.	C	Count / Worker	Local data collection / January to December 2018	51966*	116	150	Organization is focused on further building a reporting culture and therefore target is to increase the number of reported incidents of workplace violence against staff as per OH&S Act definition by 30%.	St. Joseph's Health Care System Hamilton	1) Increase staff understanding of what constitutes workplace violence by March 31, 2020	Provide education to staff on workplace violence	Number of Workplace Violence education in-services provided to staff	2 in-services provider during the year	
											2) Increase promotion of the importance of reporting incidents of workplace violence by March 31, 2020	Marking of "Support to Report" campaign promoting the importance of reporting incidents to workplace violence	Number of marketing strategies implemented	2 marketing strategies	
											3) Increase the ability to trend reports of workplace violence to enable learning opportunities from the data by March 31, 2020	Implement a standardized tacking process for reported incidences of workplace violence	Implement a standardized Employee Incident Report tracker to easily identify trends	Standardized tracking form implemented	
											4) Increase support for staff who report incidents of workplace violence by March 31, 2020	Provide individual support sessions for staff based on trending analysis	Number of sessions provided based on trending analysis	Provide 6 support sessions	