

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 31, 2023

OVERVIEW

Glen Hill Terrace is a charitable non-profit long-term care home owned and operated by Glen Hill Terrace Christian Homes Inc. Opening in May 2021, Glen Hill Terrace is located in Whitby Ontario and has 160 long stay beds.

Glen Hill Terrace is committed to our mission to be a “welcoming community that provides exemplary, quality care to our residents through empowerment, compassion, dignity and respect” and to advancing strategic directions, as determined by the Board of Directors, whereby we:

- Provide an exceptional life experience.
- Nurture our network.
- Promote Growth and Sustainability.

Glen Hill Terrace operationalizes these strategic directions through an integrated Quality Improvement Plan (“QIP”). Our QIP contains key quality commitments that reflect a blend of locally driven initiatives (i.e., those informed through our direct collaboration with families, residents, and stakeholders and/or through a review and analysis of our current quality or compliance performance) and initiatives prioritized by the province. Our quality improvement commitments are also informed by an analysis of resident and family satisfaction, complaints and concerns, critical incidents, inspection results, program evaluation, and on-going audit results.

The Glen Hill Terrace QIP identifies quality commitments in the following areas:

1. Avoidable emergency department visits.

2. Resident satisfaction; being listened to and expressing opinions without fear.
3. Worsened Depression.
4. Appropriate prescribing of antipsychotic medications.
5. Falls.
6. Pressure Injuries.

The Quality Committee at Glen Hill Terrace meets regularly and plays a leadership role in monitoring and advancing our quality commitments. This Committee includes members of the interdisciplinary team, the Administrator, and the Medical Director and it welcomes family and resident representatives.

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

2023/2024 is the initial QIP submission for Glen Hill Terrace.

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

Glen Hill Terrace facilitates opportunities for ongoing input from residents and families through 'just in time' feedback, routine surveys and an annual resident and family satisfaction survey.

We also have well established and active Resident and Family Councils and the feedback from these Councils is reviewed and used to inform quality improvement initiatives.

The information gathered from our annual satisfaction survey, on-going council meetings and home-level surveys assists with directing our quality priorities and informs the commitments in our QIP.

PROVIDER EXPERIENCE

Glen Hill Terrace provides staff with internal and external educational opportunities with the aim of supporting our care providers and all other members of the interdisciplinary team.

Educational offerings support the development of skilled staff by focusing in areas related to leadership development, professional growth, dementia care, clinical expertise, customer service, quality improvement, and technology.

Community partnerships are fostered to support staff growth and enhance staff capacity, including partnerships with Ontario Shores, Behavioural Supports Ontario, Point Click Care and Amplify, the Alzheimer's Society, Home and Community Care Ontario, and religious based community organizations.

WORKPLACE VIOLENCE PREVENTION

Glen Hill Terrace is committed to providing a workplace that is safe and free from violence, discrimination, and harassment where all staff are treated fairly and with respect and dignity.

Glen Hill Terrace has policies and procedures in place to support our commitment to a safe work environment and leverages its Joint Health and Safety Committee in the review and analysis of workplace incidents to identify risks and inform any areas of improvement.

Staff are also provided annual training in workplace safety, communication, and team work.

Glen Hill Terrace also provides specialized education to staff to support their delivery of high quality dementia care in a manner that enhances safety and responds effectively to expressive behaviours including training in Gentle Persuasive Approaches and DementiAbility.

PATIENT SAFETY

Glen Hill Terrace is committed to patient safety and advances this commitment through key committees that meet routinely with broad membership across the interdisciplinary team.

Our committee structures support the goal of patient safety. Some of our key committees include:

Falls Prevention – This Committee reviews falls and associated trends to develop targeted approaches to reduce or prevent falls and to mitigate the risk of falls with harm. The Committee also

identifies and facilitates relevant training for front-line staff.

Professional Advisory Committee – This Committee reviews professional, health care and resident care issues and is responsible for the ongoing provision of quality care.

Infection, Prevention and Control (“IPAC”) Committee – This interdisciplinary Committee develops, reviews, and approves infection, prevention and control programs ensuring alignment with public health and best practices. Linkages are made to external networks, including public health and the regional IPAC Hub.

Joint Health and Safety Committee – This Committee supports the safety of staff as well as residents and engages in continuous analysis and monitoring of incidents in the home to sustain a culture of safety where, for example, personal protective equipment is worn, risk assessments are completed and all incidents are reported.

Palliative Care Committee – This Committee supports our palliative care program with the aim of providing palliative and end of life care that is uniquely tailored to residents and supports their individual medical, social, spiritual, legal, and other needs. The Committee also informs key strategies to holistically support family and loved ones.

Quality Committee – This Committee makes recommendations related to system and service changes, including recommendations to other home-level committees, to achieve quality improvement goals. It reviews key performance and quality indicators and collects input from stakeholders, families, and residents. This

Committee welcomes the inclusion of family and resident representatives.

Glen Hill Terrace also holds interdisciplinary care conferences on admission, annually and with any significant change of condition with the goal of developing interdisciplinary care plans informed by clinical indicators and family/resident input.

We are also guided by a risk-management framework that enables the analysis of key risk and performance indicators and supports the development of responsive quality improvement initiatives.

HEALTH EQUITY

Sociodemographic data is collected upon admission. This information is used to develop tailored care plans that meet the social, cultural, clinical, and spiritual needs of residents. Additionally, this data supports the implementation of approaches to palliative and end of life care that are resident centred and holistic.

CONTACT INFORMATION/DESIGNATED LEAD

Kathryn Pilkington Administrator

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 31, 2023**

Board Chair / Licensee or delegate

Stan Piersma

Administrator /Executive Director

Kathryn Pilkington

Quality Committee Chair or delegate

Other leadership as appropriate

Ruth McFarlane, CEO