

Let's Make Healthy
Change Happen.



Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario



3/30/2017

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

ontario.ca/excellentcare

Overview

Vision

To provide exceptional and compassionate health care, inspired by the people we serve, valued by our communities.

Mission

Riverside health Care (RHC) provides a high quality health care experience. We support a safe and healthy work environment where each person is valued, respected and where personal and professional growth is encouraged. Our commitment is to respond to community needs with our health system partners, aligning with our strategic pillars of Quality, Organizational Health and Partnerships.

Commitment to our patients, residents, clients and staff continues to be the focus of our Quality Improvement Plan (QIP), as we work in close partnership with our community stakeholders and valued public.

The indicators chosen for 2017/18 reflect our ongoing efforts toward ensuring quality and safe care at RHC.

Our objectives for 2017 - 2018:

Effectiveness

RHC will continue to work to reduce unplanned readmissions by working with our community partners in ensuring that the transition of care is smooth and seamless. We will continue to engage our patients, residents and clients in all aspects of their care while sharing information that provides them with the knowledge and information to safely transition home.

RHC will continue to engage staff as part of the renewed performance conversation process and ensure alignment with quality improvement initiatives.

Equitable

RHC continues to work with our Indigenous partners as we make the journey together towards awareness and understanding of their culture and health care needs.

RHC is taking part in an important provincial collaborative to promote senior friendly care to effectively meet the needs of our aging population in the Rainy River District.

Patient and Resident Centred

RHC's emergency, inpatient and resident (LTC) satisfaction surveys continue to ensure we are obtaining the necessary feedback on what matters most to patients, residents and their families in order to achieve continuous improvement.

Our Patient & Family Advisory Council is established with the commitment to enhancing quality of patient care through collaborative efforts with patients, families, caregivers, staff and leadership.

Safety

Safety of patients, residents, clients and staff continues to be a priority and is embedded in RHC's day-to-day culture where we promote safety as everyone's responsibility.

QI Achievements From the Past Year

RHC is participating in the Ontario Senior Friendly Hospital Strategy with the vision to optimize the well-being and experience of frail seniors while they are receiving care in the hospital system. Over the past year we have been working on our quality initiative to implement a Best Possible Medication History (BPMH) in our Emergency/Urgent Care departments for patients over the age of 65 and who are on 5 or more medications. This initiative will involve physicians, nursing and our local pharmacy partners.

RHC has implemented patient satisfaction surveys for our inpatient and emergency/urgent care departments. Surveys were developed in consultation with our Patient & Family Advisory Council (PFAC). Results will be shared across the corporation and with the general public.

Integration and Continuity of Care

RHC is serving as the lead agency to assist in coordinating the implementation of Rainy River District Health Links along with the Canadian Mental Health Association - Fort Frances Branch, Atikokan General Hospital, Family Health Teams (Atikokan & Fort Frances), Tribal Health, Gihewaadiziwin Health Access, Rainy River District Social Services Administration Board (Ambulance Services). Health Links goal is improving care for seniors and others with complex conditions through development of an individual care plan. This innovative approach brings together health care providers in a community to better and more quickly coordinate care for high-needs patients.

Access to the Right Level of Care - Addressing ALC Issues

RHC continues to work with our community partners to transition patients to an appropriate level of care in an efficient and effective manner. Our ability to impact the number of Alternative Level of Care (ALC) days within our facilities is challenged by numerous underlying factors (ie: aging population with increased need for Long Term Care (LTC) services, limited access to services, etc).

Engagement of Clinicians, Leadership & Staff

RHC's Obstetrical Team is midway through the Managing Obstetrical Risk Efficiently (moreOB) Plus Program which integrates professional practice standards and guidelines with current and evolving safety theories, principles and tools. The use of the communication tools have been extended to other areas of nursing. The Obstetrical Team is comprised of Physicians, Nursing Leadership and front line staff.

Resident, Patient, Client Engagement

Members of our newly formed Patient & Family Advisory Council have been involved in the development of our QIP, particularly with the patient satisfaction indicator. The patient Satisfaction surveys and post discharge follow up phone calls allow us to gather valuable and pertinent information to continue in our efforts toward improving the Patient Experience. We have initiated patient safety moments and patient stories at the Board level to impart and emphasize this critical focus. We encourage patients and/or families to share their stories at Board meetings and this has proven impactful. We are presently engaging patients in the development of RHC's Declaration of Values through surveys delivered to the bedside by members of our Patient & Family Advisory Committee.

Staff Safety & Workplace Violence

The Occupation Health and Safety (OHS) Coordinator provides orientation that is specific to violence, harassment and sexual harassment. Monthly safety topics are provided and discussed with employees by their manager/supervisor. Monthly safety statistical reports are shared at various committee levels, with management and all staff. RHC identifies and regularly monitors high risk individuals who may pose a threat to staff or others. Staff are instructed to report any incidents to the OHS Coordinator relating to the above and these matters are followed up and addressed accordingly.

Performance Based Compensation

Organizational Leadership will be held accountable for achieving the targets identified in the QIP as follows; performance based compensation/pay at risk:
President & Chief Executive Officer Ted Scholten — 5%
Vice President, Clinical Services & Chief Nursing Officer Lori Mald -3%
Vice-President, Operations & Chief Financial Officer Henry Gauthier - 3%

Performance Based Compensation Plan 2017-18								
Indicator	Current Performance	Target	Organization or Facility	Weighting		% of Available Incentive		
				Vice Presidents	President & CEO	100%	50%	0
Patient Centred - Resident experience: "Overall satisfaction"								
I can express my opinion without fear?	86%	90.3%	Riverside Health Care	1.000%	1.667%	90.3% or greater	88.15% - 90.29%	Below 88.15%
Efficient								
Percent of performance conversations completed	63%	72%	Riverside Health Care	1.000%	1.667%	72% or greater	67.5% - 71.99%	Below 67.5%
Effective - Effective Transitions								
Risk-adjusted 30-day all-cause readmission rate for patients with CHF (OBP cohort)	26.15%	24.84%	Riverside Health Care	1.000%	1.667%	24.84% or greater	24.85% - 25.50%	Above 25.50%
Total Performance Based Conversation				3%	5%			

Contact Information

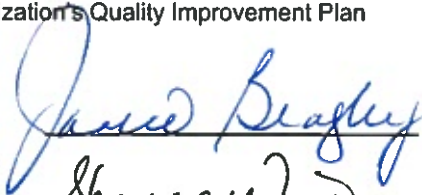
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Sign-off

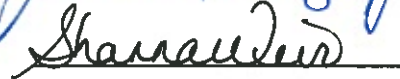
It is recommended that the following individuals review and sign-off on your organization's Quality Improvement Plan (where applicable):

I have reviewed and approved our organization's Quality Improvement Plan

Board Chair Janice Beazley



Quality Committee Chair Shanna Weir



Chief Executive Officer Ted Scholten

