

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 28, 2024



## OVERVIEW

Advent Valleyview Residence is a not-for profit, charitable long-term care home providing care needs for people from diverse ethnic backgrounds. Valleyview Residence's Quality Improvement Plan reflects the organization's values of providing resident-centered care, using a collaborative approach and focusing on continuous improvements in the areas of quality, safety and resident experience.

Advent Valleyview Residence's goals and priorities are to maintain its reputation as a trusted, ethical, and highly competent provider of long-term care services within our community. Our programs and services will reflect the values of the Seventh-day Adventist faith and beliefs that all should be cared for and served with compassion, regardless of their faith, culture or philosophy.

## ACCESS AND FLOW

Valleyview Residence is in association with North York Toronto Health Partners (NYTHP), which supports access to services and supports, builds capacity amongst providers both internal and external to LTC to enable high-quality resident care, and reduces avoidable transfers to the emergency department. Valleyview will be part of a collaborative committee of eight hospital hubs and LTC leaders to support regional standardization, identify sector specific gaps, challenges and opportunities and support quality improvement activities including pathway development and implementation. By bringing together representatives from both acute care and LTC, members will actively engage in discussions, raise issues and ideas, find resolution to common challenges, and collaborate to drive continuous improvement by enhancing supports and innovation for the LTC sector.

Valleyview Residence is also supported by North York General Hospital who is fundamental in supporting the Home through the NYCAST (North York Congregate Access and Support Team), which encompasses the Nurse-Led Outreach Team (NLOT) onsite. The team supports in preventing avoidable Emergency Department(ED) visits and hospitalizations, and transitions to and from hospital when needed and palliative consults. An additional service will also include education and training to teams and direct involvement of quality improvement plans to reduce avoidable transfers to hospital in 2024-2025.

In 2023, Valleyview was part of a new behavioural support service model, the Hybrid-Align Team in which the Home was an assigned onsite Behavioural Support Outreach (BSO) staff from Mackenzie Health. The BSO staff from Mackenzie Health provided specialized behavioural supports in-house to older adults, their family care partners and caregivers, who live and cope with responsive behaviours associated with dementia, mental illness, addictions, and other neurological conditions. This collaboration of service supported our residents with responsive behaviours, and with the in-house behavioural team conducted assessments including PIECES, and developed person-centered approaches to resident behavioural plan of care and collaboration with external partners ( Geriatric Mental Health Outreach Team –GMHOT, Nurse Led Outreach Team –NLOT, Psychogeriatric Resource Consultant –PRC).

## **EQUITY AND INDIGENOUS HEALTH**

Advent Valleyview Residence embraces a diverse culture of residents and in support of affirming, equitable and respectful care. This encompasses the values of our organization and the values of Seventh-day Adventist faith that all should be cared for and served with compassion regardless of their faith, culture, or philosophy. We are located in a community with a large Jewish population and the majority of our resident are Jewish. We have embraced the celebration of Jewish holiday transitions and observance of Sabbath day of worship through regular programs.

We chose equity, diversity, inclusion and anti racism as quality indicator for QIP 2024/2025 to enhance an organizational culture encouraging a diverse healthcare staff to participate in the patient experience of various populations we serve. Working towards education of the staff and utilization of resources from CLRI (Centre of Research Learning and Innovation in LTC). Creating a workplace more inclusive environment and allows for more retention of quality talent, as well as being able to attract a more diverse group of employees.

While we are Seventh-day Adventist sponsored and designated religious affiliated Home, and offer services and programming from this faith tradition, we encourage services and religious programming from various faiths respectful and inclusive manner.

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

We use ongoing opportunities to engage residents and their families to support improvements that reflect the collective voice and experiences of those living in the home.

Advent Valleyview Residence priority is purposeful collaborative care and engagement with residents and families. We obtain

feedback through Resident Council and Family town halls through review of Quality Improvement Plans, Satisfaction Surveys, operational plans, external regulatory reports to achieve a shared vision to enhance quality care and services.

In late 2023, we conducted a Resident and Family Experience Survey. In total, 48 eligible residents responded to the survey for an eighty-five percent (85%) response rate compared to fifty-five percent (55%) in 2022. Response rates increased significantly from 2022. For the Family experience survey, (126) surveys were completed for an eighty-three percent (83%) response rate compared to twenty-eight percent (28%) in 2022.

Overall Satisfaction:

Overall Satisfaction is determined in 2 key questions in the survey  
 1)“How would you rate our home overall?”  
 2)“Would you recommend Valleyview Residence to a family member or friend needing long term care?”.

Resident:

- (76%) of resident respondents rated the home overall in the excellent/very good/good categories compared to eighty-four percent (84%) in 2022.
- (75%) of resident respondents indicated they would positively (definitely/probably yes)” recommend Valleyview Residence to a family member or friend needing long term care compared to eighty-nine percent (89%) in 2022.

Family:

(100%) of families responding to the survey rated the home overall in the excellent/very good/good categories compared to ninety-eight percent (98% in 2022).

(99%) of families responded they would positively (definitely/probably yes)” would recommend Valleyview Residence to a family member or friend needing long term care compared to ninety-eight percent (98%) in 2022.

The goal for 2024/2025 is more collaborative efforts in involving residents and families in providing feedback and in making changes to improve care and services. The Home is promoting families to have a forum as there is no Family Council in place. Efforts to establish an official Family Council, fostering structured communication channels and engagement opportunities for families will be promoted in 2024.

The Home will be promoting and implementing resident improvement initiatives in 2024/2025 which will include:

1. Implementation of RNAO (Registered Nurses Association of Ontario) Clinical Pathways: Admission assessment, Delirium screening, assessment, and management. Resident and Family centered care
2. Obie Technology to Enhance Resident Social Interactions: Home explored using technology to enhance the resident experience and the Obie active gaming system was chosen to serve as an important therapeutic tool to support social interactions. Evaluations from other jurisdictions have shown that the Obie gaming system has had positive effects on communication, social skills, and the overall mental health of seniors. This is an example of working together with residents and families to identify solutions that address an important areas shared through the experience surveys.

3. Theme based events with focus on diversity.

## **PROVIDER EXPERIENCE**

Employee well-being and a positive workplace culture are central to delivering high-quality care to residents and clients. Staff shortages, challenging workloads, and cumulative exposure to stressful events during the pandemic have highlighted the importance of enhancing measures to support psychological health and wellbeing of employees.

Activities aimed to support employee wellbeing at Valleyview include:

1. Training all staff to enhance knowledge and build capacity in areas of responsibilities in their role. Education to all staff on RNAO Clinical Pathways
2. Promoting staff involvement in Committees – Encouraging staff participation and involve them in decision making and development of change ideas and goals in continuous quality improvement areas of resident care and service.
3. Developing of best practice champions for the RNAO Clinical Pathways implementation.
4. Continual recruitment and enhancement of orientation and training for new employees which will enables them to do well in their job responsibilities and ensure utmost quality care for residents.
5. Appreciation events and celebrating of achievements in teams effort in excellence of care and service.
6. A guiding principles initiative with a focus on exemplifying collaboration, creativity and unity with the organization.

These goals are to aim for reduced staff turnover, increased productivity and boost in team morale and capacity building and maintain conduct of professionalism. This will coincide with a better experience in care and service to residents and families.

## **SAFETY**

The Home achieved in support of managing risks and to streamline operation and improve resident safety and best practice outcomes which includes in 2022/2023:

The following are goals in 2024 in Resident Safety which includes:

1. Project Amplify – Digital integration of the Home’s Point Click Care electronic health record (EHR) with acute care hospitals’ health information system (HIS) through a data exchange.

The project goal is to improve the continuity of care for residents by streamlining transitions between care institutions, leading to safer care for patients, and more efficient workflows for providers.

2. Implementation of RNAO Clinical Pathways: Admission Assessment, Delirium, Resident and Family Centered Care

3. IPAC standards review: Emphasis on early intervention and enhancement of routine practices. In 2024, a central focus will be staff education, reinforcing the delivery of exceptional care for the residents through improving of infection prevention practices.

4. Collaboration with Nurses Led Outreach Team(NLOT):

Building capacity among front line staff to detect and manage acute changes of residents' conditions through education of assessments and documentation standards. I.e. IV-Maintenance, SBAR (Situation, Background, Assessment, Recommendation) and body system assessment.

This will enable registered staff to better assess and allow inter-professional teams members and clinician to immediate address and implement interventions for resident and mitigate health risks. This will develop teamwork and foster a culture of resident safety.

#### Safety Focus: FALLS MANAGEMENT

A continued focus in 2024 as we have not reached targeted goals. This is a collaborative effort to balance resident safety and quality of life of residents.

Emphasis will be to mitigate injuries by:

- Collaborative huddles with team of residents who frequently fall and ensuring implementation of interventions to minimize risk of injury.
- Review of identified factors of residents with responsive behaviours who are of high risk of falls and specify interventions for their plan of care.
- Education to residents and their families of risk factors and preventative strategies for falls.

#### POPULATION HEALTH APPROACH

Advent Valleyview Residence is committed to a resident and family centered approach to the planning, delivery and evaluation of care. Resident and Family Centered Care framework promotes the Resident Bill Of Rights (Fixing Long Term Care Act (FLTCA), 2021)

that ensures that residents live with dignity, security, safety, comfort and have their social, spiritual and cultural needs met. This will support the holistic approach to care, which will lead to better experience and achievable health outcomes of quality life of resident.

The Home's continuous collaboration with external partners will lead to a proactive approach in best practice in care.

Focus in 2024 will include:

Emphasis on health promotion and prevention through education Home involvement in the LTC Local Support Collaborative Committee whose main goal is to support in building capacity that allows equitable access to care services for unmet clinical needs of residents.

A broadened focus in the Home in 2024 is the mitigation of risks through the development and implementation of evidenced based approaches in care and practices monitored by quality indicators and evaluated through audits, surveys and leadership rounding.

Valleyview utilizes the following reports and activities to identify risks, loss exposure and monitor and evaluate the effectiveness of approach to safety and health of residents through:

- Legislative Compliance and Clinical Practice i.e. CNO standards, Ontario Regulation 246/22 under the Fixing Long Term Care Act, 2021
- Staff Supervision and Performance Management i.e. Risk rounds, huddles (falls, behavioural management etc.), department meetings, education.
- Communication i.e. Departmental meetings, care conferences,

continuous quality improvement committees, program committees, Resident & Family (if applicable) Councils  
 -Resident Safety i.e. Auditing of quality programs and care through inspection protocols, risk assessment, monitoring and evaluation, Point Click Care reports, continuous quality improvement benchmarking and performance measures (Canadian Institute for Health Information (CIHI), Health Ontario Quality Improvement Plan (QIP), mandatory critical incident plans to mitigate recurrences, resident and family experience surveys

### CONTACT INFORMATION/DESIGNATED LEAD

Valleyview Residence  
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Administrator: Elizabeth Bryce  
 Interim Director of Resident Care: Fatima Seitova  
 Continuous Quality Improvement Lead: Rama Adari  
 President and CEO of Advent Health Care Corporation: Todd Bruce

### 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

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Board Chair / Licensee or delegate

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Administrator /Executive Director

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Quality Committee Chair or delegate

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Other leadership as appropriate

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