

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 3, 2024

OVERVIEW

Hillcrest Village Care Centre provides quality care and life services to the 164 people who call it their home. Located in Midland Ontario in a residential area close to amenities. Hillcrest Village Mission of "Caring for a person in all aspects of their life and enjoying life with them" is the culture we strive to create throughout the home and within the broader community. Hillcrest Village is designed with 6 bright spacious home areas (one (1) is a special care area designed for dementia care).

Hillcrest Village continually strives to improve our quality of services and seeks out opportunities to develop and/or meet best practices in many areas of quality initiatives.

Our Quality Improvement Plan (QIP) is part of our homes strategic and operating plan. Quality and Safety are a priority across the home.

Specific objectives fall under the following strategic categories:

Access and Flow; Efficient and Equality/Equitable Experience;
Resident/Patient Centered and Safety.

ACCESS AND FLOW

At Hillcrest Village Care Centre Access and Flow remains an important priority. We have chosen to continue to monitor our progress in this area to ensure we are optimizing access to care for the community we reside in. Although our indicators have increased over the last year we remain below provincial average and we know it is important that we do our part to continue to ensure access to care for all. We have collaborated with our Medical Director, RVH NLOT team (NP), paramedic services, and our local hospital to engage in conversations with respect to people who are higher users of these services in attempt to address an increased service requirement from some of the people living at Hillcrest Village.

EQUITY AND INDIGENOUS HEALTH

Today, with their enduring presence, the town in which Hillcrest Village Care Centre is located acknowledges that these lands and area remains the traditional territory of the Chippewa Tri-Council. The Anishinaabek people know these lands as their traditional harvesting grounds and relate to them through oral history passed down generations.

It was important to us to choose a quality Improvement change idea that will support our residents and staff as we move forward. Through this indicator we have made it a priority for executive level management, as well as other staff to complete an education session for the year 2024/25.

PATIENT/CLIENT/RESIDENT EXPERIENCE

We have partnered with residents to give them a choice and voice by surveying them to gain a true picture of the concerns and

compliments of the inner working of each department in our home. The instrument used to accomplish this goal is the annual surveys. Of course all Residents and Family members are encouraged to bring our attention to any matter that concerns them through out the year but the annual survey provides a consistent "check in."

Hillcrest Village Care Centre involves Residents, families, staff and community partners in the quality improvement process. We have an active and engaged Resident Council and over the past year have expanded our Quality Committee to include a Resident representative, family member(s), and different Staff representation (PSW and Registered).

Community partners are invited in to participate and provide feedback as through our Quality Committee meetings.

Through our Quality Improvement Committee information is shared about the Hillcrest Village services including the QIP and the activities of the Quality Improvement team. The Resident representative on the quality committee team partners with the team give them a voice in the development and approval of the plan. Recommendations received from satisfaction surveys, of Residents with a CPS score of 0-2, concern/request/complaint forms, critical incident reporting and team meetings assist us to gain a true picture of the concerns and compliments in the inner working of each department.

Updates regarding progress and the work being done related to the QIP will be shared with Resident and Family Council meetings. Through the Quality Committee Hillcrest Village Care Centre engages Residents, Family members, clinical staff and leadership in

establishing shared Quality Improvement plans and goals for the organization. The QI committee meets regularly to review current state of improvement ideas and ensure the Quality Improvement Plan is progressing or to make adjustments as needed.

The QIP is also reviewed by the Leadership team who strongly supports the Home's commitment to quality improvement and providing the best possible care for Residents. Progress on the Homes ability to achieve the QIP goals are reported annually or more often as necessary. The Medical Advisory Committee (MAC) which is an inter-professional team of clinical and non-clinical membership review and provide recommendations on a quarterly basis. MAC members include the Medical Director, Pharmacy Consultant, Public Health, Director of Care and other Department Managers. Our Homes progress is also shared with Family and Resident Council.

Over the last year we have developed our program further: using our electronic audits and being able to look closely at deficiencies, which will aid us in identifying trends. We meet monthly and quarterly to review outcomes of our audits and program evaluations.

PROVIDER EXPERIENCE

We have supported staff by providing up to date education on new directives (daily communication to inform staff of concerns and a plan of action.) Providing clear direction and clarification to Staff for their roles and responsibilities in the home improves the living environment and the overall experience for Residents at Hillcrest Village. the Staff also benefit through improved work experience. During the last year our daily COVID-19 update memo has been continued to be used to share information to Staff and was a good tool to do this. It has now evolved to the Weekly Update memo, or as needed, due to the change in the COVID-19 pandemic but remains in place as a tool for sharing information and communicating with staff, Residents and Family members.

CONTACT INFORMATION/DESIGNATED LEAD

Jennifer Simpson, RN
Director, Resident Care

Jonathan Ens
Administrator

OTHER

Hillcrest Village Care Centre works closely with community partners to develop and execute quality improvements for the benefit of the Residents and to improve continuity of care. These partners include the Home and Community Care - Central region, Care Rx (our pharmacy provider), our Medical Director, the Palliative Care network and the Behavioural Response Team/Psycho-geriatric Outreach team. We also work with some of our suppliers Medline and our physiotherapy service provider Achieva. All partners invest time and funds to provide education and/or resource of information.

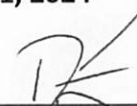
Hillcrest Village has transitioned from the Couchiching/Orillia Soldiers Memorial Hospital Nurse Lead Outreach team (NLOT) to partnering with Royal Victoria Regional (RVH) Health Centre and the NLOT program from Barrie that provides our Residents with access to Nurse Practitioner(s).

Hillcrest Village Care Centre continues to work with a variety of local service groups and organizations that have been connected in the past and have been able to return to assisting with various activities in the Home.

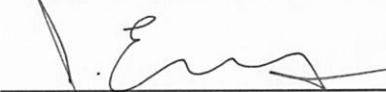
SIGN-OFF

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 **April 1, 2024**



Hillcrest Village Care Centre, Board Chair / Licensee or delegate



jens@hvcc.ca, Administrator /Executive Director



Hillcrest Village Care Centre, Quality Committee Chair or delegate

Hillcrest Village Care Centre, Other leadership as appropriate
