

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 20, 2024

OVERVIEW

Partners Community Health (PCH) is a not-for-profit, charitable organization that operates independently. PCH's focus is on bringing healthcare services together to meet the needs of people living in Mississauga and West Toronto. In November 2023, PCH opened two long-term care homes: Wellbrook Place East, a 320-bed facility, and Wellbrook Place West, a 312-bed facility. Both homes operate under individual licenses.

To ensure that the residents and families at Wellbrook Place East receive holistic care, PCH developed a Philosophy of Care that emphasizes a relationship-focused and social model of care. This approach tailors services to each individual's needs, both clinically and socially, within the comfort of their home in the long-term care facility. The Philosophy of Care was validated through stakeholder engagement sessions that included residents, families, and seniors from the community.

PCH's Quality Improvement Plan for 2024 aims to enhance the quality of care services provided to residents, boost their safety and satisfaction, and make optimal use of resources within their long-term care homes (LTCH). The plan has four key components: Access and Flow, Equity, Experience, and Safety.

Wellbrook Place East specializes in clinical complex care, including a specialized dialysis program. Wellbrook Place East will continue to work in collaboration with stakeholders to elevate the clinical services and access to specialized care and services to ensure all residents receive the care they require in the comfort of their own home.

ACCESS AND FLOW

PCH is committed to removing barriers that are obstacles to seniors' access to LTC and specialized services. PCH works closely and collaboratively with acute care partners to ensure that specialized care is available within the LTCHs. This collaboration supports and reduces unnecessary transfers to hospitals and enhances the quality and care experience of the residents. PCH is committed to our quality initiatives that support access and flow through the implementation and use of (1) Preview ED (2) connecting specialists through virtual technology (3) seven days a week physician coverage including physicians with a multitude of specialties.

EQUITY AND INDIGENOUS HEALTH

PCH has developed and is committed to an Equity, Diversity, Inclusion and Anti-Racism (EDIAR) strategy that will advance EDIAR across all areas of the organization. The vision of PCH's EDIAR strategy is "To support equitable care delivery and a diverse and inclusive workforce." PCH has identified work related to the five (5) areas of focus included in the strategy.

1. Data Collection, Analysis, Using comprehensive data to measure and monitor equity within and across the organization to address identified inequities.
2. Team PCH Engagement: The role leadership, staff and our broader community have in contributing and shaping the equity, diversity, inclusive and anti-racism work we are currently doing, and help inform the work we have ahead of us.
3. Program Planning with EDIAR lens: To enhance health equity, we are committed to a comprehensive, holistic approach to understanding how care is received by diverse communities and groups through our programs and services and identify opportunities for specialized external partnerships.
4. EDIAR Education and Training: Designing and delivering an education and training program that ensures people at every level of our organization have the skills, knowledge, and tools to create positive, inclusive, equitable experiences with each other and our clients, residents and community.
5. Structural Framework (Sustaining and Embedding EDIAR @PCH): An approach to guide, enable and sustain an organizational culture focused on equity, diversity, inclusion and anti-racism, and to contribute to better outcomes for residents, families and providers within the health system.

PATIENT/CLIENT/RESIDENT EXPERIENCE

PCH is dedicated to ensuring resident and family satisfaction. To achieve this, PCH conducts regular satisfaction surveys and encourages feedback from the residents' council and family council.

PCH has also introduced a "share your experience" program. This program provides a safe environment for families, residents, and caregivers to share their experiences and provide feedback. The program is easily accessible in all resident home areas.

The outcome of the surveys will drive quality improvement and future strategic planning for PCH.

PCH has launched Belonging @ PCH which focuses on embracing and promoting a unified culture that touches all parts of the organization, from staff engagement to resident care.

PROVIDER EXPERIENCE

PCH is committed to ensuring workforce stability and retention by implementing the following initiatives: (1) conducting group interviews and making on-the-spot employment offers, (2) engaging front-line staff, leaders and physicians in quality improvement (QI) efforts through the formation of a QI committee.

SAFETY

PCH has established a Quality Improvement (QI) Committee to collect, track, and evaluate quality indicators to improve the quality of life and experiences of residents.

PCH is committed to ensuring a safe environment for all members of the community, particularly our vulnerable residents, through regular audits, walkthroughs, daily risk management huddles and meetings, clinical rounding, and continuous education and training on best practices and evidence-based initiatives.

Through our QI committees, we ensure that all interventions and action plans are developed and in place to address the safety needs of our residents.

POPULATION HEALTH APPROACH

PCH is a healthcare organization that specializes in providing care to residents. Wellbrook Place LTCH, located in Mississauga, has a 16-station dialysis clinic that caters to both Hemodialysis and Peritoneal Dialysis patients. This partnership is formed with Trillium Health Partners. The unique feature of the clinic is that patients can receive the care they need without leaving the LTCH. This eliminates the need for exhausting and lengthy transportation to and from appointments.

Wellbrook Place East is committed to providing specialized clinical services to its residents. To achieve this, PCH utilizes technology and provides onsite clinical services and point-of-care testing. This approach helps to prevent unnecessary transfer of residents to hospitals and service providers, making healthcare easily accessible and convenient for residents.

CONTACT INFORMATION/DESIGNATED LEAD

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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 on

Board Chair / Licensee or delegate

Administrator /Executive Director

Quality Committee Chair or delegate

Other leadership as appropriate
