

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 20, 2024

OVERVIEW

Partners Community Health (PCH) is an independent, not-for-profit charitable organization focused on delivering healthcare services to the people living in Mississauga and West Toronto. In November 2023, PCH opened two long-term care homes, Wellbrook Place East, which has 320 beds, and Wellbrook Place West, which has 312 beds. Both homes operate under individual licenses.

To ensure that the residents and families at Wellbrook Place West 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. PCH's 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. The plan has four key components: Access and Flow, Equity, Experience, and Safety.

Wellbrook Place West specializes in clinical complex care, including a specialized Behaviour Support Unit to meet the needs of the Community and supporting Mental Health components. Wellbrook Place West 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 any obstacles that could hinder seniors' access to long-term care and specialized services. PCH collaborates closely with acute care partners to ensure that specialized care is available within the long-term care homes (LTCHs). This collaboration reduces unnecessary transfers to hospitals and enhances the quality of 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, and (3) providing seven-day-a-week physician coverage, including physicians with a range of specialties.

EQUITY AND INDIGENOUS HEALTH

PCH has established an Equity, Diversity, Inclusion, and Anti-Racism (EDIAR) strategy to promote EDIAR in all aspects of the organization. The goal of PCH's EDIAR strategy is to ensure fair care delivery and a workforce that is diverse and inclusive. PCH has identified five focus areas related to the strategy.

1. **Data Collection and Analysis:** We collect and analyze comprehensive data to measure and monitor equity within and across the organization. This helps us address any identified inequities.
2. **Team Engagement:** We believe that everyone in our community has a role to play in contributing and shaping equity, diversity, inclusion, and anti-racism work. We welcome feedback and input to inform our work.
3. **Program Planning:** We take a comprehensive, holistic approach to understanding how care is received by diverse communities and groups through our programs and services. We also identify opportunities for specialized external partnerships to enhance health equity.
4. **Education and Training:** We design and deliver an education and training program to ensure that everyone at every level of our organization has the skills, knowledge, and tools to create positive, inclusive, equitable experiences with each other and our clients, residents, and community.
5. **Structural Framework:** We use an approach to guide, enable, and sustain an organizational culture focused on equity, diversity, inclusion, and anti-racism. This helps us 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 Committee. The committee is responsible for collecting, tracking, and evaluating quality indicators to enhance the quality of life and experiences of residents.

PCH is committed to creating a safe environment for all community members, especially for vulnerable residents. To achieve this, we conduct regular audits, walkthroughs, risk management 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 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 West 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
