

Let's Make Healthy
Change Happen.



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



3/30/2016

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.

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Overview

Overview and Focus of WAHA's Quality Improvement Plan for 2016 - 2017

The below projects are being done:

1. Falls Prevention Program - To develop a falls prevention and management program for patients who are admitted in chronic continuing care beds in Fort Albany Hospital (FAH) for 2016-2017. All patients at high risk for falls will have signage put up next to their beds and notes put into their care plan so that health care staff are aware. The target is to continue being below a 2% fall rate. WAHA will also work towards offering this program at Weeneebayko General Hospital (WGH) and Attawapiskat Hospital (AH) in the future.

2. Hand Hygiene - In 2016-2017, WAHA will look to improve hand hygiene performance for staff before patient-environment contact to the provincial average of 85.1% for WGH, FAH and AH. The organization will also look to increase after patient-environment contact performance rates to 91.58% at all three sites to meet the provincial average. WAHA will be doing more hand hygiene reviews with health care providers and education will be offered to all WAHA staff on the importance of hand hygiene.

3. Medication Reconciliation - To complete medication reviews on 80% of patients upon admission to the WGH Inpatient Department in 2016-2017. WAHA will also work towards offering this program at FAH and AH in the future.

4. Patient Satisfaction Surveys - To improve the satisfaction rates of patients using WAHA emergency and inpatient department services to 83%, meaning that more than four out of five people would say WAHA provides good quality care. WAHA will offer patient satisfaction surveys for 2016-2017 in the emergency and inpatient departments of WGH, FAH and AH and staff will encourage people to fill out surveys. WAHA will also put an electronic copy of the survey on its website www.waha.ca to get people's opinions on the services provided by the organization.

5. Staff Satisfaction Surveys - To improve the satisfaction of WAHA staff, to a 7 out of 10 rating (1 being the lowest satisfaction and 10 being the highest satisfaction) for 2016-2017. In the 2015-2016 survey, WAHA staff rated the organization a 6 out of 10 as an employer. For 2016-2017, WAHA will have managers visit departments more often to get updates on how things are going and to also get their improvement suggestions. An annual Town Hall will also be organized to give staff updates about major WAHA activities and projects being worked on. This will be setup by the Executive Team.

6. Surgical Safety Checklist - The WAHA Prevention and Infection Control Manager will make sure surgical safety checklists are completed by the WGH Operating Room team for 2016-2017. WAHA will look to keep performance at the same level (98.47%) for 2016-2017.

7. Cultural Competency - WAHA is currently developing a cultural competency training program to educate staff about how to provide better service for people in the James and Hudson Bay Region and will offer the training in 2016-2017.

QI Achievements From the Past Year

WAHA QI Achievements from 2015-2016

1. Falls Prevention Program - Fort Albany Hospital (FAH) is identifying complex continuing care (CCC) patients who are at high risk for falls in patient care plans and by posting signage at their bed sides to remind staff. Additionally, FAH CCC patients were assessed by geriatric doctors from the Northeast Specialized Geriatric Services (NESGS) this past year and the assessments included falls prevention plans for each high risk patient. When falls do happen, Fort Albany reviews all of the patient records mentioned above to deliver a falls prevention plan that protects high risk patients.

2. Medication Reconciliation - Geriatric doctors from the NESGS did clinics at WGH and FAH this past year and conducted medication reviews on 41 patients at WGH and 20 patients at FAH, making sure that updated medication profiles were available for each participating patient. 11 other patients who attended past clinics also continue to participate in regular medication reviews. WGH continues to offer its medication reconciliation program for inpatients and has developed strong relationships with Moose Factory Pharmacy and Northern Pharmacy to make sure patient medication profiles are updated for WAHA inpatients. WAHA doctors participated in meetings with the NESGS geriatric team and are following the medication recommendations of each patient assessed.

4. Patient Satisfaction Surveys - Patient satisfaction improved to 80% in 2016-2017 when compared to 72% in 2015-2016.

5. Staff Satisfaction Surveys - WAHA hosted staff award events in Moosonee, Moose Factory, Fort Albany and Attawapiskat in March of 2016 and presented staff with awards honoring those who have worked five or more years for the organization. The staff award events will be done on a yearly basis at each site.

6. Surgical Safety Checklist - WAHA increased its surgical safety checklist performance to 98.47% in 2015-2016 from the 97.36% achieved in 2014-2015.

Integration & Continuity of Care

WAHA partners with the following organizations to improve the quality of patient care offered:

Northeast Specialized Geriatric Services (NESGS)

WAHA works in partnership with the NESGS to conduct geriatric doctor clinics, to create individual care plans which include fall risk assessments and complete medication reviews for patients/clients 55 years of age and above. Those people participate in pre-assessments to identify their current health status and are then added to clinics based on need. This started in 2014 and clinics have been done in Fort Albany, Moose Factory and Moosonee. The NESGS will be visiting Peawanuck in 2016-2017.

Community Care Access Centre (CCAC)

WAHA works with the CCAC to support people from the Town of Moosonee who are inpatients at WGH. The CCAC provides access to health care support at home, at school or in the Town of Moosonee.

WAHA provides the following supports to CCAC as required:

- access to long-term care homes
- access to supported living (adult day programs, supportive housing, retirement homes and assisted living)
- medical supplies and equipment
- referral to other community supports
- referral to home and community care

Health Canada - Kashechewan and Peawanuck Nursing Stations

WAHA physicians, diabetes, dental, physiotherapy and mental health providers travel to the Kashechewan and Peawanuck Nursing Stations to provide service. WAHA also accepts patients from both communities who need access to acute and complex continuing care supports, these patients are admitted to Weeneebayko General Hospital (WGH), Fort Albany Hospital (FAH) and Attawapiskat Hospital (AH) or sent to other hospitals in the Ontario region.

Band Health Centres and Porcupine Public Health Unit

WAHA works closely with Band Health Services in the communities of Moose Factory, Fort Albany, Attawapiskat, Kashechewan and Peawanuck along with the Porcupine Health Unit in Moosonee, sending clients that need different types of health care to each organization. Examples of this include:

- immunizations
- mental health services
- chronic disease management (diabetes)
- prevention and promotion (sexual health, smoking cessation, healthy eating)
- midwifery
- doctor appointments
- home and community care supports

Engagement of Leadership, Clinicians and Staff

WAHA's Quality Department met with the Infection Prevention and Control Manager, the Director of Professional Practice, the Chief Information Officer and key health care staff to develop the 2016-2017 WAHA Quality Improvement Plan (QIP). All of the staff identified were helpful in providing information to put together this QIP, so that common goals and key areas that need improvement are identified, and worked on in 2016-2017.

Senior Leadership Team

WAHA's Senior Leadership Team provides feedback about the departments they work in, to help WAHA figure out key areas that need improvement. The Chief of Staff participates in weekly Senior Management Leadership meetings to talk about challenges faced by the clinical staff at the patient care level and the Senior Leadership team helps come up with solutions to these challenges. The Chief Nursing Executive and the Chief Executive Officer are active participants in the WAHA Medical Advisory Committee. The Chief Nursing Executive also participates in doctor/nursing meetings to discuss patient safety and quality improvement issues.

WAHA's Chief Quality Officer - Quality Department

WAHA's Chief Quality Officer is part of WAHA Senior Leadership Team and uses all the information provided in Senior Leadership meetings to assist in putting together the QIP.

Patient/Resident/Client Engagement

Patient Satisfaction Surveys

WAHA's Patient Navigator has been helpful in encouraging people to fill out inpatient and emergency department surveys. The patient satisfaction rating given by those who answered surveys is included in WAHA's Quality Improvement Plan (QIP).

Patient/Client Complaints

WAHA's Director of Community Relations (DCR) and the Quality Department (QD) have been contacted by patients/clients who are not satisfied with the services received. The DCR and QD have been working with patients and clients to fix the issues identified.

Traditional Healing Program

WAHA's health care staff are referring people to the organization's Traditional Healing Program for those who want services with traditional and cultural healing options, focusing on the mind, body, and spirit of the person. The Traditional Healing Program (THP) supports Aboriginal people and their families with a focus on residential school survivors.

WAHA Hostels

The organization has hostels in Timmins and Kingston, this is where Aboriginal people stay during medical trips. The hostels also have staff that help patients with transportation to and from their appointments and speaking to doctors and health care staff if needed during their appointments.

Public Communication

To keep people informed on what's happening at WAHA, the organization hosts a radio show every two weeks on Wawatay Radio. The show is hosted by the Director of Community Relations and is translated into Cree. People who listen to the show also have the chance to call in and ask questions or provide comments.

WAHA has a website (www.waha.ca) which gives people information on the programs, services and other news about the organization. The website is updated regularly to make sure people are informed.

Future Plans

WAHA will invite patients and their loved ones to speak to the medical team about the services they received while in care. This will take place during health care staff meetings in 2016-2017.

The organization will also be putting together a Health Advisory Committee, which will include the Health Directors and other health care staff from each community to help WAHA make sure the services needed by people are provided.

Performance Based Compensation [part of Accountability Mgmt]

President and Chief Executive Officer

- Is responsible to make sure the quality improvement plan is being worked on and that progress is reported to the public and WAHA's Board of Directors
- Makes sure work tasks included in the plan are completed by staff

Vice President of Finance and Corporate Affairs

- Will be responsible to make sure QIP goals and projects are mentioned in the budgets of each department
- Provide reports that keep the public informed about WAHA's finances, this information will also be shared with WAHA's Senior Management Team and Board of Directors

Vice President of Human Resources

- Help with patient and staff satisfaction programs
- Make sure staff are recognized for their hard work at all WAHA sites
- Works with managers to make sure staff participate in performance evaluations across all sites

Vice President of Support Services

- Help with patient and staff satisfaction programs
- To make sure WAHA buildings are clean and safe
- To make sure ordering of hand hygiene products and supplies is done for all WAHA sites

Director of Community Relations

- Help with patient and staff satisfaction programs
- Collection of patient complaints and compliments, to make sure people are satisfied with the services they receive
- Provide patients and clients with information about WAHA on the radio show and website

VP of Patient Care/Chief Nursing Executive

- Help with patient and staff satisfaction programs
- Make sure falls prevention program is delivered
- Make sure medication safety program is delivered
- Assist with monitoring hand hygiene performance
- Assist with monitoring the surgical safety checklist program

Chief of Staff

- Help with patient and staff satisfaction programs
- To assist with monitoring the surgical safety checklist program
- To assist with the creation of the falls prevention program
- To assist with monitoring the medication safety program

Chief Quality Officer

- Help with patient and staff satisfaction programs
- Make sure public reporting (Quality Improvement Plan) is completed
- Staff satisfaction survey and progress reporting is done every two years

Compensation

President and Chief Executive Officer (3% compensation)

Vice President of Finance and Corporate Affairs (3% compensation)

Vice President of Human Resources (3% compensation)

Vice President Support Services (3% compensation)

Director of Community Relations (3% compensation)

VP of Patient Care/Chief Nursing Executive (3% compensation)

Chief of Staff (3% compensation)

Chief Quality Officer (3% compensation)

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



Bernie D. Schmidt
WAHA President and CEO