

Let's Make Healthy
Change Happen.



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



3/31/2017

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 2017 - 2018

The below projects are being done:

1. Falls Prevention Program - To continue work on the falls prevention and management program for patients who are admitted in chronic continuing care beds in Fort Albany Hospital (FAH) for 2017-2018. 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 is 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 2017-2018, WAHA will look to improve hand hygiene performance for staff before patient-environment contact to the provincial average of 69% for WGH, FAH and AH. The organization will also look to increase after patient-environment contact performance rates to 85% 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 at least 66% of patients upon admission to and upon discharge from the WGH Inpatient Department in 2017-2018. WAHA will also work towards offering this program at FAH and AH in the future.
4. Patient Satisfaction Surveys - To collect data for patients using WAHA emergency and inpatient department services to figure out how many people would recommend WAHA inpatient and emergency services to friends and family. WAHA will offer patient satisfaction surveys for 2017-2018 in 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. In addition, our Social Worker and Patient Navigator visit the bedside to assist patients in filling out the surveys.
5. Surgical Safety Checklist - The WAHA Operating Room Nurse along with the Infection Prevention and Control Manager will work to improve surgical safety checklist performance in the WGH Operating Room team for 2017-2018. WAHA's goal is to achieve at least a 98.47% performance rate for 2017-2018.
6. Cultural Competency - WAHA has developed a specialized training program, in collaboration with Mushkegowuk Council, the education authority and Payukotayno, to educate staff about Cree Aboriginal history, traditions, teachings and effective ways of communicating with people from the Weeneebayko Region to provide culturally appropriate service and care. WAHA offered its first educational session in 2016-2017 to the organization's Senior and Middle Management Teams, and external guests from other community based service providers. The organization plans to continue rolling out this training to more WAHA staff in 2017-2018.

QI Achievements From the Past Year

Cultural Competency Training Offered to WAHA Management

WAHA hosted a Cultural Day on November 21, 2016. The purpose of Cultural Day was to give health care providers and administrators a better understanding of Cree Aboriginal history, traditions and teachings. Many of the 29 attendees were from WAHA's management team and they expressed not being familiar with the James and Hudson Bay Cree culture prior to the training session; they said the training was very useful and it would assist them in providing better care to their patients and clients.

Population Health

WAHA Diabetes Health Education Program (DHEP)

The WAHA DHEP is a community-based program that serves people with diabetes, of all ages, and at any stage of the disease. The program focuses on providing education that assists with the treatment, management, and prevention of diabetes complications. The DHEP is also involved in community level initiatives such as cooking demonstrations on health, affordable foods, and public education. The Program currently has two Registered Dietitians, two Registered Nurses, and a Foot Care Nurse.

The DHEP services currently services 1,384 clients throughout six communities in the James and Hudson Bay Region, which include Moose Factory, Town of Moosonee, Fort Albany, Kashechewan, Attawapiskat and Peawanuck. The DHEPs mandate includes seeing people living with diabetes (87%); pre-diabetes (3%); diabetes in pregnancy (6%) and other diabetes-related conditions (3%). Diabetes education services are delivered through clinic visits, home visits, the Ontario Telemedicine Network, telephone, community drop-in clinics, and outreach visits to the more remote, fly-in communities.

The DHEP's key yearly activities include:

- 1 coastal trip per/month to communities on a rotating basis (Fort Albany, Kashechewan, Attawapiskat and Peawanuck).
- Kashechewan, Attawapiskat and Fort Albany communities receive 3 to 4 one week visits each per year
- Peawanuck visited by Team for one week, twice yearly
- Clinics are conducted in Moosonee 3 to 8 days per month on a yearly basis
- The DHEP also works with the Moosonee Health Unit as well as the Aboriginal Diabetes Programs and Health Centres to conduct Clinics
- Special community events are hosted in selected communities within the James and Hudson Bay Region every 2 months and include education sessions on diabetes, food demonstrations, drop in clinic with local Health Centres.
- Staff from the DHEP team have participated in Wawatay radio shows hosted by the WAHA Director of Community Relations and broadcasted to listeners in the Region on a monthly basis starting in May of 2016. A variety of diabetes related topics are discussed during each show, and listeners also have the opportunity to call in and ask questions.
- The DHEP conducts Ontario Telemedicine Network appointments on an as needed basis.
- Pediatric clinics are conducted 3 to 4 times per year at Weeneebayko General Hospital in Moose Factory for patients from the Region with visiting a Pediatric Endocrinologist.

- Pediatric and prenatal days with Registered Dietitians and Nurses monthly.

Equity

WAHA is a regional, community-focused organization, committed to providing optimum health care as close to home as possible. To deliver on its mandate, WAHA provides culturally specific training supports to its staff, a traditional healing program as well as other specialty based services.

Cultural Competency Training

- WAHA has developed a new training program to educate staff about Cree Aboriginal history, traditions, teachings and effective ways of communicating with people from the Weeneebayko Region to provide culturally appropriate health care service. WAHA offered its first educational session in 2016-2017 to the organization's Senior and Middle Management Teams, and external guests from other community based service providers. The organization plans to offer this training to more WAHA staff in 2017-2018.
- WAHA's Director of Community Relations also delivers cultural competency training to newly hired employees and has been doing so for the past four years.

Traditional Healing Program (THP)

- The Program offers a variety of services with traditional and cultural healing options, focusing on the mind, body, and spirit of the person. The THP exists to support WAHA community members and their families, with emphasis on serving those who are surviving residential school members, or family members of survivors.
- WAHA's Traditional Healing Program is offered in Moose Factory, Moosonee, Fort Albany, Kashechewan, Attawapiskat and Peawanuck.
- Traditional Healers along with Traditional Counselors travel throughout all of the six communities, conducting ceremonies and providing counseling services for the people.
- In 2016, approximately 14,000 appointments/interactions were completed by persons utilizing THP services.

The key programs and services of the THP are:

- Providing counseling to individuals, youth, couples, families and community groups
- Counseling services for addictions, grief, sense of cultural loss, personal crisis situations and suicidal ideations
- Healing for residential school survivors and family members
- Various ceremonies which include the rites of passage, sweatlodges, shaketents and seasonal ceremonies
- Traditional Cree knowledge recovery through traditional medicines

WAHA Diabetes Health Education Program (DHEP)

As described above.

WAHA/Northeast Specialized Geriatric Services Centre (NESGC) Geriatric Clinics

- WAHA's Regional Discharge Planning Department continues to work in partnership with the NESGC to provide geriatric clinics for those aged 65 and over, as well as individuals who were 55 and over with multiple health issues for communities located within the James and Hudson Bay region. Clinic patients are scheduled for appointments with geriatric doctors and nurses to determine their health status and update their care plans to meet individual needs. Cree translation service supports are also available for patients as required.

- These clinics are part of the NELHIN's 2013-2016 Integrated Health Service Plan priority of enhancing access and coordination of care for Aboriginal/First Nation/Métis people living in the NE LHIN region.

Peawanuck Clinic - August 2016

- This clinic was the first conducted in Peawanuck, and the geriatric team was able to see 6 patients during their visit in August. Geriatrician Dr. Lane also conducted an Elder's Health support group meeting where attendees were able to ask general questions with regards to their health. Discussions were held around Bowels/constipation, Pain/management and the overall services provided by NESGC and WAHA.

Moosonee Clinic - March 2017

- The geriatric team saw 19 new patients and conducted follow-up appointments with 6 patients seen in previous Moosonee clinics conducted in February 2014 and January 2016.

Rehabilitation Services Department

- The Rehabilitation Services Department at Weeneebayko General Hospital (WGH) provides Physiotherapy and Occupational Therapy services to in-patients and out-patients
- Rehabilitation includes an assessment of the client's condition, recommendations for activity and exercise, and prescription of adaptive aids to help improve mobility and function.
- The Department also conducts monthly Orthotic & Prosthetic clinics with a certified Prosthetist & Orthoptist. WAHA is a certified Amputee Clinic site.
- The home base for this Department is in Moose Factory (Weeneebayko General Hospital), with regular visits to Moosonee.
- The Physiotherapist and Occupational Therapist from WGH provide service to Moose Factory, Moosonee, Fort Albany, Attawapiskat, Kashechewan, and Peawanuck.
- The therapists travel to each WAHA coastal community approximately every 4 months, with the exception of Peawanuck which is visited once yearly.

WAHA Dental Services

- WAHA Dental Services is committed to providing friendly and exceptional dental care for all clients in the WAHA region.
- WAHA's Dental Services department currently has a dentist, two dental hygienists and dental assistants who provide a full range of dental treatment such as: hygiene (cleaning), fillings, root canals, prosthodontics (dentures, hockey mouthguards, night guards), perio surgery (gum surgery), extraction (tooth removal), as well as preventative tips for keeping teeth and gums healthy.
- For patients who have dental anxiety, the clinic can offer conscious sedation (nitrous gas) to minimize a patient's anxiety during treatment.
- The Dental team provides regular service to Moose Factory and Moosonee, and also visits Fort Albany, Attawapiskat, Kashechewan and Peawanuck on a rotating basis every three to four months.

Speciality Clinics

WAHA offers a variety of different specialty clinics, enabling people in the WAHA region access to these services. Through these clinics, WAHA is bringing specialists closer to the region and minimizing the amount of travel needed for patients/clients.

The list of clinics includes:

Internal Medicine

- Medical specialty dealing with the prevention, diagnosis and treatment of adult diseases.

Obstetrics and Gynaecology

- Medical specialty dealing with the female reproductive organs, when pregnant and when not pregnant

Cardiology

- Medical specialty dealing with disorders of the heart, including the diagnosis and treatment of congenital heart defects (birth defects), coronary heart disease, heart failure and valvular heart disease.

Neurology

- Medical specialty dealing with disorders of the nervous system, including the brain and spinal cord

Colposcopy

- Medical specialty dealing with conditions of the female reproductive system, particularly the cervix.

ENT

- Medical specialty dealing with conditions of the ears, nose, throat and structures of the head and neck. One may see a ENT specialist for hearing disorders, ear infections, balance disorders, allergies, problems with sense of smell, swallowing issues, head and neck cancers, facial traumas or deformities and dental trauma.

Echo Cardiology

- Medical specialty pertaining to the internal structure of the heart. This ultrasound technology is utilized for patients with suspected or known heart disease.

Nephrology

- Medical specialty dealing with the function and diseases of the kidney. Patients see nephrologists for electrolyte disturbances, kidney stones, high blood pressure, renal replacement therapy, dialysis and renal transplant.

Spirometry

- Medical specialty pertaining to conditions associated with breathing such as asthma, pulmonary fibrosis, cystic fibrosis and COPD.

Psychiatry

- Medical specialty responsible for preventing and treating mental health disorders, offered in conjunction with WAHA's Community Mental Health Program.

Pediatric Cardiology

- Medical speciality dealing with disorders of the heart in children, particularly congenital heart defects (birth defects)

Urogynecology

- Medical specialty involving the diagnosis and treatment of urinary incontinence and female pelvic floor disorders

Urology

- Medical and surgical specialty that focuses on the urinary tracts of males and females, and on the reproductive system of males. Patients see urologists for kidney/bladder stones, kidney/bladder/prostate/testicular cancer and vasectomies.

Audiology

- Medical specialty that deals with hearing, balance and related disorders through tests and treatment through hearing aids.

Pediatric Cardiology

- Branch of medicine that deals with children's heart and vascular conditions.

Developmental Pediatrics

- Medical specialty that cares for patients with a wide variety of developmental disorders such as autism, acquired brain injury, cerebral palsy, cognitive disability, down syndrome, complex learning and behavioral disorders and language delays.

Community Mental Health

- Community Counselors are available to assist WAHA community members requiring mental health services in Attawapiskat, Peawanuck, Kashechewan, Fort Albany, Moosonee and Moose Factory.

Program staff includes:

Program Manager

Regional Concurrent Disorders Worker

Regional Mental Health Clinician

Addiction Counselor

Regional Court Diversion Worker

Intake/Information & Referral Worker

Regional Early Psychosis Intervention Worker

Administrative Assistant

- The program works in collaboration with organizations such as Sagashtawao Healing Lodge in Moosonee. The Lodge is the Drug & Alcohol Treatment Centre for the whole WAHA region.
- The program also works closely with other WAHA departments, particularly the Traditional Healing Program to provide culturally appropriate services to our First Nations clients and to incorporate traditional healing practices, as needed.
- A federally funded psychiatrist from McMaster University holds clinics once a month in all communities, with the exception of Peawanuck, which is visited twice a year. Individuals, families and whole communities are offered on-going support, counseling and developmental assistance through a wholistic approach to support them emotionally, mentally, spiritually and physically.
- The telemedicine service is also very helpful in our coastal communities and provides easier access to a psychiatrist. This technology also helps staff to participate in a meeting when face-to-face is not possible.

Integration and Continuity of Care

WAHA's Regional Discharge Planning Team works very closely with other hospitals and health care institutions when inpatients are transferred outside of WAHA hospitals to receive care. The Team makes sure patients have access to the supports they need when leaving WAHA hospitals and also keeps track of how patients are doing not only when they are inpatients in WAHA hospitals, but also when they end up being transferred. The Team also works with the families of patients to make sure they are kept informed about their loved ones.

Resident, Patient, Client Engagement

- WAHA has been engaging with patients/clients by reviewing the responses provided in the organization's patient/client satisfaction surveys.
- Emerging themes identified are: patient transportation, quality of care received, inpatients being comfortable during their stay. These are areas that WAHA continues to work on for improvement.
- WAHA's Director of Community Relations also engages with patients and clients and encourages them to provide their thoughts on the programs and services used.
- The Director communicates the information received to WAHA's Quality Department and to other departments within the organization for identification of improvement opportunities.
- The Director also hosts a bi-weekly radio show discussing WAHA programs and services; the show is broadcasted to all the communities that WAHA serves within in the James and Hudson Bay Region. The radio show is interactive; listeners are able to speak live on air at the end of the show. Cree translation is offered during this program.
- WAHA's Quality Department has used the feedback provided by patients/clients to develop Quality Improvement projects in its annual QIPs.

Staff Safety & Workplace Violence

- WAHA is committed to providing a safe, healthy and supportive working environment by treating their employees and clients with respect, fairness and sensitivity. WAHA believes that harassment in the workplace can have a devastating effect on the quality of life for its employees and on the productivity of the organization.
- WAHA has created an extensive Workplace Harassment Prevention Program which provides employees with the opportunity to report instances of workplace harassment which will be investigated and followed up on.
- WAHA's Human Resources Department hosts yearly refresher training sessions to review the Program and these sessions are mandatory for all staff.

Performance Based Compensation

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 participates 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 Clinical Services/Chief Nursing Executive

- Support patient and staff satisfaction programs
- Ensure falls prevention program is delivered
- Oversee medication safety program 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 Corporate Services/Chief Financial Officer (3% compensation)
- Vice President of Human Resources (3% compensation)
- Vice President Support Services (3% compensation)
- Director of Community Relations (3% compensation)
- Vice President of Clinical Services & Chief Nursing Executive (3% compensation)
- Chief of Staff (3% compensation)
- Chief Quality Officer (3% compensation)

Contact Information

QIP developed by Caroline Lidstone-Jones, WAHA's Chief Quality Officer and Robert Gagnon, WAHA Quality Coordinator:

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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

Board Chair Leo Loone

Quality Committee Chair Gisele Kataquapit

Chief Executive Officer Bernie D. Schmidt

