

Let's Make Healthy
Change Happen.



2015/16 Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario



**Trillium
Health Partners**
Better Together

The McCall Centre 21 Bed Long-Term Care (LTC) Interim Unit

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 HOO (if required) in the format described herein.

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Overview

We all want to be well and as healthy as we can be – at every stage of our lives.

Trillium Health Partners’ strategic plan outlines our mission of a new kind of health care for a healthier community. We envision a new approach to health – an inter-connected system of care that is organized around the resident, both inside the hospital, the Long-term care (LTC) interim Unit, and beyond its walls: an approach that provides excellent care today and continued leadership for improving care tomorrow.

Quality, access and sustainability are the foundational goals of Trillium Health Partners Strategic Plan, and core drivers of our success. These strategic goals anchor our efforts and everything we do at within our hospital and LTC Interim Unit. Our commitment to quality is also embedded in our Quality and Resident/Patient Safety Program. It is our priority to provide residents and families the highest quality care and an exceptional experience that is responsive to their needs, preferences, values and goals. Our Quality and Resident/Patient Safety Program also encompasses the advancement of the safety culture, measurement and reporting of quality, commitment to quality assurance, and fostering of quality improvement. The Quality Improvement Plan (QIP) represents one key component of this program.

At a time when we face unprecedented capacity challenges, innovation is needed to improve and sustain the delivery of services. The Trillium Health Partners Institute for Better Health – an institute for research and innovation – was launched this past year to spearhead new ideas that will improve the delivery of care for our residents, patients, our community and the health care system on a whole. In addition, we continue to develop future leaders, as the Mississauga Academy of Medicine (MAM) will see its inaugural class of approximately 50 medical students graduate this year.

The 2015/16 21 bed LTC Interim Unit QIP focuses on the four HQO Quality Dimensions:

THP Strategic Plan Goal	HQO Quality Dimension	Goal	2015/16 Priority Indicator
Quality	Resident Centeredness	We will improve the experience of residents and families who trust us with their care	Resident Survey Results- "Would you recommend this nursing home to others?" (NHCAHPS)
	Integrated	We will avoid sending residents to the Emergency Department unnecessarily	Number of emergency department (ED) visits for modified list of ambulatory care sensitive conditions* (ACSC) per 100 long-term care residents
	Safety	We will reduce the number of falls for our residents	Percentage of residents who had a recent fall (in the last 30 days)

THP Strategic Plan Goal	HQO Quality Dimension	Goal	2015/16 Priority Indicator
	Effectiveness	We will reduce the number of residents who experience worsening bladder control	Percentage of residents with worsening bladder control during a 90-day period

Integration & Continuity of Care

While we can make improvements within the hospital and the LTC Interim Unit to advance our mission, we cannot be sustainable without our partners in the community. Our organization’s commitment to partnering with other health care providers is based on the belief we are all in this together.

In 2012, Trillium Health Partners partnered with Extendicare to operate and manage the McCall Centre 21 bed LTC interim unit For a period of 5 years to relieve wait list pressures in our regional LTC homes and to ease the transition from hospital to LTC for the limited number of people who can’t return to a community setting after a hospital stay.

Through collaboration with the Community Care Access Centre (CCAC), we are improving hospital to LTC transitions for our residents and their families, thereby improving the resident experience while improving resident flow and expediting care to those who need it the most.

Challenges, Risks & Mitigation Strategies

Creating a new kind of healthcare for a healthier community is a challenge in an environment where we face significant obstacles. Over the last 20 years, services in this community have not kept up with growth. As a result, we require innovative solutions and strong regional and provincial partnerships in effort to meet the needs of our community.

Our community has grown by 28% in the last 10 years. The population we serve is also changing. We are challenged with a growing seniors’ population, a lack of available community LTC beds and long LTC home wait lists.

To meet the needs of our community, we are caring for residents and patients in new and innovative ways to meet our goal of delivering the highest quality care and an exceptional resident and patient experience. We are building partnerships for today and tomorrow, beyond the walls of our hospital, to make sure residents and patients get excellent care – every time. Provincially, it has been shown that our community has a current deficit of 149 hospital beds, with this deficit growing to 316 beds in 2016/17 due to projected population growth and increase in complexity of the patient population. We are currently dealing with this deficit with less than ideal infrastructure across the organization. To build for the future, we have proposed a 20-year plan to the Ontario government that will modernize and expand our existing sites, provide more infrastructure options in the community and offer more care closer to home.

Information Management

Information technology is critical to enabling the care and services that we provide to residents, patients and their families. Our hospital has embarked on a journey to implement one hospital information system that will enable safe, high quality, efficient care and a smoother flow of information for residents, patients and providers. This will provide clinicians with an enhanced capacity to practice, leaders with access to accurate and timely data, and ultimately will contribute to improved safety and a consistent and exceptional experience for residents and patients.

Engagement of Clinicians & Leadership

Our quality focus is embedded at all levels within the organization. The Quality and Program Effectiveness Committee of the Board of Directors is responsible for the overall stewardship of quality on behalf of our community. A corporate Quality Improvement and Patient Safety Committee oversees the quality of care provided in the LTC Interim Unit of the hospital and drives the organization's quality program. These committee discussions are reported to our Patient Services Committee and Medical Advisory Committee, which both play important roles in representing our clinical programs in matters related to quality. Within each clinical program, quality is also a mandate that must be part of the program's structure.

Resident Engagement

Since residents are at the centre of the care that we provide, engaging residents and their families in how we improve quality is critical. Through our Resident's Council, we are listening to residents and families to understand what matters most to them.

Accountability Management

With oversight from the Board of Directors, the local and corporate executive team will be held accountable for the overall performance of the LTC Interim Unit through quarterly reviews and evaluations of the four priority indicators.

THP Strategic Plan Goal	HQO Quality Dimension	2015/16 Priority Indicator	Target and Rationale
Quality	Resident Centeredness	Resident Survey Results- "Would you recommend this nursing home to others?"	100% Sustain theoretical best
	Integrated	Number of emergency department (ED) visits for modified list of ambulatory care sensitive conditions	16% Monitor and assess baseline
	Safety	Percentage of residents who had a recent fall in the last 30 days	8.00% Top 10% provincial

THP Strategic Plan Goal	HQO Quality Dimension	2015/16 Priority Indicator	Target and Rationale
			performance benchmark
	Effectiveness	Percentage of residents with worsening bladder control during a 90-day period	12% Provincial benchmark

Conclusion

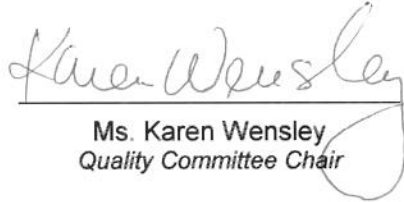
Delivering an exceptional patient experience and the highest quality of care is at the core of what we do each and every day. Despite our capacity challenges, we continue to address this challenge and demonstrate a strong commitment to continuously improving the quality of our services. Through new and innovative approaches to care, forging partnerships with other community health care providers and building for the future, we have a plan to deliver a new kind of health care for a healthier community.

Sign-off

I have reviewed and approved our organization's 2015/16 Quality Improvement Plan



Mr. Edward Sellers
Board Chair



Ms. Karen Wensley
Quality Committee Chair



Ms. Michelle DiEmanuele
Chief Executive Officer



Dr. Dante Morra
Chief of Staff



Ms. Kathryn Hayward-Murray
Chief Nursing Executive