

Quality Improvement Plan (QIP)

Narrative QIP 2023/24

Overview

Shalom Village is pleased to provide our 2023/24 Quality Improvement Plan (QIP) with feedback from residents, caregivers, staff, and members of the community. Shalom Village is home to 127 residents living in long term care, 81 people living in assisted living and many others who come in daily for social and health care programs, located in Hamilton, Ontario. Shalom Village transforms the lives of these unique individuals through a variety of programs and services. We provide an unwavering commitment to creating opportunities for these people to Make Moments that Matter. Founded by the Jewish Community, for the benefit of all individuals throughout the Hamilton Region, our Jewish values and traditions ensure that all people from a diversity of backgrounds are welcomed and benefit from the respect, compassion, and dignity inherent in the Jewish faith. Shalom's interdisciplinary team are passionate about the care for our residents and are constantly reflecting on practices and areas of improvement to provide exceptional, individualized care to our residents. Our team is committed to providing dignified, holistic care to each resident. In this QIP we will outline our plan to improve quality at Shalom Village through thoughtful and representative data.

As we continue to grow and learn from the ongoing impact of the pandemic, we have made several adjustments to our policies to reflect the safest practices for our residents. We continue to reflect on feedback from our residents, team members, and caregivers. We have chosen to focus on two areas of practice: Pain management and Falls prevention. While always incorporating our AT HOME values together, we are focused on improving the quality of life for residents through thorough examination of their complex health challenges of pain management and falls prevention.

Reflections Since Our Last QIP Submission

Our Shalom Village team is proud to share that through the examination of our 2022/23 QIP we have increased collaboration with new teams, increasing existing team members education and awareness for all staff members to better identify improved health outcomes for the residents of our home. Our objectives are to continue to provide a restraint free home and decrease skin break down, specifically stage 2-4 pressure injury. Through a collaborative approach we continue to provide safe, compassionate care to all our residents. We have had 100% compliance with all mandatory education throughout our disciplines and have expanded our team to include specialized wound care assessments and rounds led by registered staff.

With our new wound care team, staff have been able to recognize and report new skin breakdown concerns in a timely manner and apply interventions to decrease the number of cases and number of progressing pressure injuries. Timely intervention is key to preventing skin breakdown, especially for our aging population. Wounds are multifactorial, and our collective goal has been to examine the contributing factors such as skin integrity, nutrition, infection, comorbidities, and activity to determine individualized care for each resident and their wound(s). We are happy to report that our team can better identify those residents at risk and employ best practices to better serve our residents and protect their skin. We are committed to ongoing improvements in our reporting, as well as

documentation of resident's wounds using Point Click Care, our audit tool which is complemented by review using our in-depth wound assessments by registered staff. Nurses and personal support workers have continued their communication and huddles to effectively work together to identify those residents at risk, changes in status, report any stage 1 pressure injury and implement quick intervention to decrease the risk of developing stage 2-4 pressure injury.

As a result, we have seen better health outcomes for our residents and improved quality of life. Our education leaders have continued to provide up to date, facility-wide learning for the interdisciplinary team members involved in the personal care of residents. Although we have made successful changes in our practices and reporting, we realize that this is an ongoing procedure that we will continue to evolve as our team changes and grows.

Patient/ Client/resident Engagement and Partnering.

The Shalom Village team is dedicated to improving the care for all our residents, always adhering to our ATHOME values, and our deeply rooted mission, and vision. We support each resident with an individualized, and holistic approach to care. We always listen to resident' and family concerns and address them in a timely manner to create new the most effective and appropriate goals of care. Through compliments and complaints, we continue to grow and learn from each experience, informing our ongoing practices to improve the quality of the care we provide at Shalom Village.

Our team values constant communication between all staff, residents, and caregivers. Shalom Village holds a monthly virtual Town Hall meeting for residents and family stakeholders to comment on Shalom's ongoing, and upcoming changes. Our goals are shared openly with all members, and we encourage feedback to make certain we are serving our residents and family members most effectively. We encourage residents and family members to be active participants in their care and promote autonomy to enhance the residents and their family experience at Shalom Village.

We value the input from our residents and caregivers as they have significant insight into preferences, and achievable goals that we as a team can provide for each resident. We invite all our stakeholders to attend monthly family and resident council meetings. Bimonthly quality meetings are held by board members which include family representation. Additionally, we consult and collaborate with community experts to contribute valuable information into our policies and practices.

We have implemented a Standing Strong Committee, (under the leadership of an AT HOME RN Leader, and including our occupational therapy, physiotherapy, and restorative care staff) who will review all falls and begin to develop and innovative care plan of our residents, making any necessary changes. This team will help all Shalom Village staff to grow in expertise and awareness of falls prevention and intervention, education, and documentation. They will help revise care plans with the team, residents, and their families to establish achievable goals and individualized care. The necessary isolation during the pandemic/post pandemic times challenges our residents, and our goal is safer mobility and to improve our identification of individuals who are at risk for falls. An interdisciplinary team approach, utilizing our activity and recreation team members will be incorporated into our new Standing Strong committee. This is a new collaborative initiative for fall prevention in which the committee's goals are to

understand and implement effective fall reduction strategies. Building on stronger interdisciplinary planning and relationships will help us to create quality outcomes for our residents.

Provider Experience

Our team continues to recover from the post pandemic staffing shortages, and although, at times, we continue to experience these shortages, we are committed to, and are diligent in, finding strong replacements through reputable staffing services. As a home we offer overtime premiums to staff coming in for extra shifts and continue to recruit new hires using online job postings.

Shalom Village collected a staff survey for the fiscal year of 2022/23 which provided useful insight feedback which allowed us to explore concerns. We are continuing to address this feedback through our leadership collaborations. We offer external supports and consults for specialized care to support our frontline staff. We continue to identify gaps in staffing and address them at leaders' workshops to discuss and implement new ideas to better serve our staff members. Leadership staff have participated in leadership education and ongoing coaching to help them be more effective in supporting their staff. This year we will engage in an increased focus of resource on staff wellness activities. Staff recognition has coincided with an increased in staff expressing an increased sense of satisfaction.

Workplace Violence Prevention

Shalom Village upholds a zero tolerance for any behaviour by any staff, volunteers, and/or contract staff, visitors, family members, or students that contravene our mission and our policies. Any behaviour that creates an unsafe environment or is disrespectful towards an individual or our values will be treated as a serious incident.

Staff, volunteers, and contract staff have received information and education on our policy of Living our Values of Mutual Respect, including policies, practices and reporting actions and requirements. Shalom Village's policy includes the expectations contained in the:

- Occupational Health and Safety Act
- Criminal Code of Canada
- Ontario Human Rights Code
- Workplace Safety and Insurance Act
- Ministry of Labour of Ontario Regulations
- Resident's Bill of Rights
- All relevant legislative mandates including Bill 37
- Fixing Long Term Care Act and Regulations

Resident Safety

Shalom Village consistently reviews our Resident and Family Satisfaction Survey and continues to make changes to improve the well-being of all our residents. Monthly town hall meetings will continue for the purpose of updating and keeping all parties well-informed of the daily activities of the home. This meeting allows for concerns to be discussed directly with the Interim CEO, who always brings the information to the management team.

Health and Safety audits are conducted by the Occupational Health and Safety committee, IPAC team, Falls Prevention Team (Standing Strong Team) Medication safety practices. Audits have participation from all team members, regular inspections from the Fire Prevention Office, Ministry of Labour and MOHLTC are followed up with in a timely manner.

Health Equity

Our policy on Living our Values of Mutual Respect is founded in our vision to 'honour our fathers and mothers' and our Mission to Support those who call Shalom Village home to live for moments that matter to them at Shalom Village. These guide us to sustain a living and workplace where all are safe and confident that they will be treated in a respectful manner, free from any form of harassment, discrimination, abuse, neglect, or violence. We are welcoming of diversity, in all our practices, as directed by our Jewish values and Torah. These differences that may include ethnicity, nationality, socioeconomic status, gender, language, disability, age, and religious commitment.

We work to be fair, promoting justice and impartiality. We look to outcomes where everyone feels they are welcomed and valued, and that they belong. To provide health equity, our practices are inclusive of the knowledge, and the need, to provide all services in a manner that is trauma informed. Our values include the components of a trauma informed culture, safety, trustworthiness, being transparent, encouraging of collaboration, being supportive of relationships, leadership, humility, and responsiveness.

Contact Information

Interim CEO: Pat Morden

Telephone: 905 529 1613 x 307

Pat.morden@shalomvillage.ca

Executive Director: Lynn Blake

Telephone: 905 529 1613 x 353

Lynn.blake@shalomvillage.ca

DOC: Breanna Martin

Telephone: 905 529 1613 x 364

Breanna.martin@shalomvillage.ca

Shalom Village LTC

70 Macklin St. North

Hamilton, On L8S3S1

Other:

ADOC: Jiji Sedonia

Telephone: 905 529 1613 X 308

jiji.sedonia@shalomvillage.ca

For any other questions, please email info@shalomvillage.ca