2022/23 Narrative (JMPC}

## 

## Overview

*Introduce your QIP with a brief overview of key facts or highlights that you think a member of the public would like to know. This opening paragraph will set the context within which you are doing your improvement work. Tell us about your corporate strategy and how the QIP reporting reflects your strategic plan.*

The John M Parrott Centre is committed to maintaining Ministry of Long Term Care compliance as outlined in the Fixing Long Term Care Act, 2021. Our mission is to be an inclusive Home where residents will be cared for with dignity, respect, empathy and safety. This care will be provided by knowledgeable staff in a home-like environment while respecting the identity of residents and their quality of life.

We recognized early in the pandemic the importance of clear, timely and accurate communication with all of our stakeholders. Each of our stakeholders had some overlapping communication priorities but some had priorities unique to the individual group of stakeholders. As a result we have built and strengthened our communication platforms to meet these needs and facilitated a trusting and confident stakeholder group regarding our ability to provide quality resident focused care and services.

The John M Parrott Centre is also committed to working toward Ontario Health priorities.

In this years QIP, we have identified the following quality dimensions as our priorities:

Efficient and Timely Transitions

Service Excellence

Equity

## Reflections since your last QIP submission

*Describe your organization's experiences since your last QIP. Given the focus on COVID-19 response over the past 18 months, we are aware that organizations are resetting their quality efforts. How has quality improvement work changed for you and how will you fit quality improvement work into the changes you have made to your organization during the pandemic?*

Since our last QIP submission we have concentrated our efforts on the priorities associated with the Pandemic. Our human resource challenges, IPAC priorities and securing access to priority goods and services along with meeting expectations related to the Fixing Long Term Care Act. These have required substantial time, energy and creativity.

We have significantly enhanced our flow of timely communication to staff and have immensely benefitted through all staff having email. The Director provided COVID updates on a daily basis (which were numbered to help staff track and reference the updates). This timely communication provided all staff with the knowledge they needed to be as comfortable as possible with the constant barrage of changes that were coming that required Homes to pivot and prioritize at quick intervals. In addition, while caregivers were restricted from entering the Home, we realized very early the importance of identifying clear and consistent points of contact, timely informational updates, clear, relevant and concise information as well as consistent glimpses of what was occurring inside the Home. All of this information culminated into the creation of the weekly Family Newsletter. We now have a subscriber list of approximately 400 individuals with an open rate of approximately 60-70%. We realized that families were missing the supports of each other and engaged our Family Council president who is included in each newsletter. Families could reach out to her via email / phone and could share their concerns, get clarification to their questions etc. Then with the each newsletter the Director and Family Council president would feature a FAQ section to support the families. Our residents felt that they also wished to have more timely information, so our Monthly resident newsletter was created along with informational posters regularly updated and posted on each RHA and in each elevator. Additionally, we have created a Welcome Newsletter that is distributed to our families 2 days following a residents’ admission. Now, with the FLTCA and the associated training that comes with this that is required for both staff, essential caregivers and Resident/Family Council we have introduced an Employee Newsletter that is circulated every two weeks that features sections of the FLTCA for staff to digest and understand the impact it has for them. The Staff and Family Newsletters are completed using Constant Contact program which has the ability to track subscriber rates, open rates, click rates etc. All of these new forms of communication have certainly strengthened the knowledge capacity of our stakeholders and built their confidence in our service delivery.

Our recruitment challenges were a struggle prior to COVID and continue today particularly in our dietary, PSW and RPN staffing areas. We did initiate a pilot project of Resident Support Aides just prior to the Pandemic and this group remains in place today. They were instrumental in our ability to keep residents connected virtually or through window visits during the pandemic. Our recruitment efforts have changed to feature our own staff on our job ads and we have also featured our staff through the County's "Extrodinarily L&A" program. There has been an increase of social media features through the pandemic that obtains a solid quantity of likes and shares which shows the community support for the Home as well as featuring positive reasons to want to come to work for the County of L&A.

We have embraced technology wherever possible which has helped us navigate this pandemic with greater ease and increase accessibility to services and information pertinent to the Home. Our GIS team through our County IT department created a screening program that allowed us to input all screening information and retain for 45 days. This made looking back in times of potential close contacts or other tracing needs very efficient and accessible. We have also utilized our County GIS staff to create a virtual tour of the Home, complete with actual measurements of various spaces within a resident room. The GIS staff also created a website of information that includes safe senior friendly activities to do across Lennox & Addington County such as various scenic drives of varying lengths, walking option areas that have accessible sidewalks, etc.

## Patient/client/resident partnering and relations

*How has your partnering with patients work changed in the past year? What are the challenges? Have you been able to utilize innovations to sustain or advance this work?*

The Medical Director conducts virtual assessments for our residents with nursing support which reduces the time for assessment and treatment; We also support residents in attending virtual consults with external health care partners such as specialists. These virtual consults with external health care providers have a significant positive impact on our residents by eliminating the travel costs and inconveniences. It also reduces the time for essential caregivers to attend these appointments as well as they can attend from their own home eliminating their need for travel as well.

We offered and continue to offer virtual care conferences through zoom and via the hosting of conference calls. This has made care conferences more accessible for our essential caregivers and improved the capacity of other family members should the resident/POA wish to have more individuals present for their meetings.

Through the ongoing use of zoom we have been able to support excellent family connections and have even benefitted from reuniting families from across various countries which has been extremely meaningful for the resident.

We have offered virtual spiritual programs to maintain the important connection to residents spiritual needs.

Through our online Pic Time program we were able to book and schedule all window, zoom and outdoor visits. This program also allowed us to communicate this schedule to the staff who would be supporting these visits.

We purchased our own Fit Testing machine so that we can complete our own fit tests on an annual basis.

We accessed our County paramedic staff to support our daily rapid antigen swabbing (and PCR swabbing when it was occurring) of all persons entering the Home. Early in the pandemic our County Library staff were redeployed to work in our LTC Home providing support such as programming, 1:1 visits, meal time assistance and technology support for residents and staff. This has evolved into an increased connection with our library and now also includes a virtual book club and reading time with library staff and residents. This also allowed our LTC Staff to observe a different range of program options as it did for the library staff to learn how to engage with residents diagnosed with dementia and other related disease processes.

Over the course of the pandemic, we also discovered some challenges along the way. Tours were very difficult for those considering admission to LTC. To overcome this we created a virtual tour of the home and our County GIS staff created an online portal showcasing the Home, interactive images, individual rooms and their physical layouts/dimensions.

We were also challenged with admissions as families were not able to come into the Home at some points of the pandemic. It was difficult for us to make meaningful connections with our families and them with us. We tried to improve this process by meeting face to face when possible outside of the building to conduct / exchange the necessary paperwork. We also included a picture of all the managers and their roles so that families could put a face to the names of the people they were speaking with. Zoom was also used in this area to help facilitate the transition process. There was also difficulties in supporting residents get comfortable and familiar with their new home environment due to various isolation periods that were necessary upon admission. We would provide 1:1 supports as well as a variety of activities that could be utilized by the resident during their period of isolation. We also celebrated the end of their isolation with a Break Out Day complete with music and fanfare!

Move in and discharges continue to require adjustments and modifications. Staff do all the pack up for residents families to reduce this burden on them. Communication and flow is challenging and we continue to work on this area.

Due to ongoing capacity restrictions throughout the Home, there are limits as to the number of residents who can attend certain activities. This can mean that staff are having to duplicate the program for those on another floor.

## Provider experience

*Our consultations revealed a significant concern with what health care providers are experiencing in the current environment. In this section, please outline your experience with these challenges. How have you supported staff?*

The pre-pandemic human resource challenges and pandemic mental health challenges combined with the ever changing protocols impacting LTC but also the impact of team members personal lives caused by social isolation and covid restrictions has resulted in a tired and stressed workforce.

The County has always offered the Employee Assistance Program (EAP) to all staff that provides a variety of supports and counselling. In addition, the County has introduced a Peer Support Program using trained County staff from across the organization that help to provide short term support, listening ear, tools to provide resources to team members etc. There is also a County Employee Wellness Team that provides weekly newsletters of self-initiated tools and resources that staff can utilize as well as healthy lifestyle choices and informative fact based tips and resources. There is also a County email that outlines various activities to do independently or with friends and families to support ones mental health and/or promote connections with nature and community.

At JMPC we have a fabulous team of staff called the Spirit Squad who work diligently and consistently to promote fun opportunities to engage with each other, provide competitions with prizes, share in food/drink, laugh together, etc.

In 2021, JMPC hired a Spiritual Wellness worker. This individual provides spiritual support to our residents who felt that this was an important position to add to the Home. She is also available to staff who choose to reach out to her for support.

The County Intranet introduced in 2021 has provided a one stop to introduce newly hired County staff complete with picture and brief bio. In addition, it is where staff can access HR policies and forms as well as giving the staff the option of sharing positive shout outs to other County staff.

Increased Wages provided by the Province (PSW Wage Enhancement; COVID enhancement; Registered Staff one time enhancement)did provide incentive for staff to work in LTC however, with the removal of the temporary wage enhancement from non-PSW staff, morale became a struggle.

## Resident experience

*Our consultations revealed concerns that the existing resident experience indicators were not as relevant to residents’ experiences in today’s climate. Looking forward to next year’s QIP, we are asking for your input regarding indicators that would reflect residents’ social connectedness. We are interested in knowing more about what your organization is doing or plans on doing to restore and enhance social connectedness. You may wish to direct us to a survey question or a measure for which you are currently collecting data.*

Our 2021 Annual Resident Satisfaction Survey that we conducted along with 6 other area LTC Homes, asked this question:

With the COVID 19 precautions considered, I was given appropriate opportunities to connect with my loved ones including virtual (zoom, face-time, skype), outdoor and indoor visits, phone calls and window visits. We received an average satisfaction score of 81% compared to the overall Homes combined average of 83% satisfaction.

We utilized our County GIS program that provided various maps for residents to enjoy going on bus trips featuring various areas throughout the County of L&A.

We continue to access the Deseronto Transit bus (subsidized accessible bus company: $5 round trip per resident) to take residents on community outings such as shopping, fishing and visiting parks.

We have increased our social media presence on Facebook to feature various activities, resident engagement within the Home. Additionally, we use various social media platforms to promote our recruitment efforts.

Our Family newsletter that we currently distribute to approximately 400 subscribers on a bi-weekly basis (although through the majority of the pandemic this was a weekly distribution) highlights residents/programs within the Home and helps to support connections with out of town families and supports conversations between residents and their families as to the events occurring or coming up in the Home.

Zooms have remained an option still as families and friends from outside of our local area are enjoying the ability to connect with their loved ones. Residents are similarly enjoying being able to connect with many extended family members and friends at the same time using this technology.

Outdoor music programs around the perimeter of the Home with speakers and windows open for residents to enjoy remain ongoing with residents receiving much enjoyment from these entertainers. Community schools have attended the Home to provide window visits and games through the windows along with musical programs and skits etc for residents to enjoy through the window.

A review of our zoom use shows….

Our current subscribers for the family newsletter is ….. while the click rate is …