

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 26, 2024



OVERVIEW

Westhills Care Centre is an accredited facility with Exemplary status as awarded by Accreditation Canada. We are a 160-bed Long-Term Care facility that is committed to continuous quality improvement. At Westhills Care Centre, our commitment to resident-centered care is the cornerstone of our mission. We believe in providing a nurturing and supportive environment where every resident is valued, respected, and empowered to live their best life, by their standards. Our dedication to continuous quality improvement drives us to constantly evaluate and refine our practices, ensuring that we are delivering the highest standards of care possible.

As a team, we understand the importance of setting both long-term objectives and short-term goals to guide our efforts. By working collaboratively and tapping into our collective expertise, we strive to meet these goals, while always keeping the well-being and satisfaction of our residents at the forefront of everything we do.

In addition to our focus on resident-centered care and quality improvement, we are deeply committed to the development and recognition of our staff. We recognize that our employees are our greatest asset, and we invest in their growth and professional advancement. Through ongoing training, mentorship programs, and opportunities for career development, we empower our staff to continually enhance their skills and knowledge, enabling them to provide the highest level of care to our residents.

At Westhills Care Centre, excellence is both a goal and our standard. We are proud of the strides we have made in delivering quality-driven care, in our short time in the building, and we remain dedicated to furthering our commitment to our residents, our staff,

and our community. Together, as a united team, we will continue to strive to exceed expectations and uphold the highest standards of care for those we serve.

ACCESS AND FLOW

At Westhills Care Center, we prioritize efficient and effective management of resident care access and flow to ensure that each individual receives the highest quality of care in a timely manner. Central to our approach is transparent communication and proactive engagement with both residents and their families to manage care expectations effectively.

We understand the importance of fostering trust and confidence among families regarding the care their loved ones receive.

Through regular updates, open dialogue, and personalized care plans, we strive to keep families informed and involved every step of the way. By emphasizing our commitment to providing comprehensive care within our facility, we aim to alleviate concerns and demonstrate the range of services available to meet residents' needs.

Moreover, we take pride in our ability to deliver a broad spectrum of care right here at Westhills Care Center, reducing the need for residents to visit the hospital unless absolutely necessary. Our skilled team of healthcare professionals, combined with our state-of-the-art facilities and resources, enables us to address a wide array of medical conditions and provide ongoing support and monitoring. By emphasizing the quality and breadth of care available within our community, we empower residents and their families to feel confident in their decision to entrust us with their healthcare needs.

Through proactive management of access and flow, transparent communication, and a focus on delivering comprehensive care, Westhills Care Center remains committed to ensuring that each resident receives the personalized attention and support they deserve, ultimately enhancing their overall well-being and quality of life.

EQUITY AND INDIGENOUS HEALTH

Driving equity, indigenous health, and indigenous cultural safety at Westhills would involve implementing various strategies. Increasing cultural capabilities training for staff to ensure understanding and sensitivity to indigenous traditions and beliefs. Establishing culturally appropriate care practices and services adapted to the needs of indigenous residents. Improving communication channels with indigenous communities to involve them in decision-making processes and care plans. Additionally, creating a diverse and inclusive environment within Westhills by promoting equity and addressing systemic barriers. Incorporating traditional healing practices and ceremonies into healthcare services to support the holistic well-being of indigenous residents. Strengthening partnerships with indigenous organizations and leaders to collaborate on health initiatives and address community health disparities. Regularly assessing and monitoring health outcomes and satisfaction levels of indigenous residents to track progress and identify areas for improvement. Providing educational resources and materials in indigenous languages to promote cultural safety and accessibility. Overall, a thorough approach that integrates cultural awareness, collaboration, tailored services, and continuous evaluation is key to driving equity, indigenous health, and cultural safety in our home.

PATIENT/CLIENT/RESIDENT EXPERIENCE

At Westhills Care Centre, we recognize that the voices of our residents and their families are invaluable in shaping the care and culture of our community. We are committed to actively seeking and incorporating feedback from various sources, including resident

and family satisfaction surveys, resident council meetings, and collaborative efforts with our family council.

Our resident and family satisfaction survey serves as essential tool for understanding the needs, preferences, and experiences of those we serve. We meticulously analyze survey data to identify areas for improvement and implement targeted initiatives to enhance the quality of care and services we provide. By listening attentively to the feedback provided, we continuously adapt and refine our practices to better meet the evolving needs of our residents and their families.

Additionally, our resident council meetings provide a platform for residents to express their concerns, share their ideas, and actively participate in decision-making processes related to their care and daily life within our home. We highly value the insights and perspectives shared during these meetings, and we take proactive steps to address any issues raised and implement changes that align with the preferences and priorities of our residents.

Furthermore, our collaboration with the family council fosters a supportive partnership between our staff and residents' families. Through open communication and mutual collaboration, we work together to ensure that the care and services provided reflect the values, expectations, and aspirations of our residents and their families. Together, we strive to create an inclusive and enriching environment that promotes the well-being and happiness of all members of our Westhills community.

At Westhills Care Centre, we are dedicated to cultivating a culture of empathy, collaboration, and continuous improvement, guided by

the valuable input and feedback of our residents, their families, and our community.

PROVIDER EXPERIENCE

At Westhills Care Centre, we are deeply committed to enhancing the staffing experience for both our tenured employees and new hires, recognizing that a supportive and positive work environment is essential for delivering exceptional care to our residents.

To attract top talent, we utilize a comprehensive online hiring platform, reaching a wide pool of candidates while also sourcing from local colleges and universities to foster relationships with emerging healthcare professionals. Through mentorship programs at all clinical levels, we engage with promising students, providing hands-on experience and guidance that often leads to well-rounded new hires.

Furthermore, we prioritize the well-being and satisfaction of our current staff members. We understand the importance of work-life balance, which is why we offer online scheduling programs that cater to the individual needs and preferences of our employees, ensuring a more flexible and accommodating work environment.

In addition, we recently launched our "Star" program, a new initiative designed to foster a culture of appreciation and recognition among our staff. Through this program, employees have the opportunity to acknowledge and celebrate each other's day-to-day accomplishments, fostering a sense of camaraderie and teamwork while also boosting morale.

At Westhills Care Centre, we believe that investing in our staff is

crucial to providing the highest quality of care to our residents. By continuously improving the staffing experience, we not only attract and retain top talent but also cultivate a supportive and inclusive workplace where every team member can thrive.

SAFETY

At Westhills Care Centre, patient safety is our top priority, and we view every patient safety event as an opportunity for learning and improvement. We have established a rigorous process for reviewing and analyzing critical incidents, which involves a multidisciplinary team approach. This team includes representatives from various departments within our facility, ensuring that we can draw upon a diverse range of perspectives and expertise.

In addition to our internal team, we collaborate closely with our corporate team, who bring years of experience and varied backgrounds to the table. Their insights and guidance are invaluable as we work together to achieve the best possible outcomes for our residents.

Furthermore, we believe in taking a proactive approach to patient safety by viewing every incident within our home as a learning opportunity. We engage all levels of staff involved in the incident, encouraging them to share their perspectives and insights. By fostering open communication and collaboration, we can identify areas for improvement and implement strategies to enhance the safety of our facility.

Through this collective effort, we continuously strive to increase the safety of our home and the well-being of our residents. By drawing from the experiences and expertise of our team members, we are able to implement meaningful changes that promote a culture of safety and excellence in care. At Westhills Care Centre, we are committed to ongoing learning and improvement, ensuring that we provide the highest quality of care to those we serve.

POPULATION HEALTH APPROACH

At Westhills Care Centre, we are dedicated to enhancing the resident experience by leveraging both internal and external healthcare opportunities. By utilizing a strategic approach, we aim to provide comprehensive and convenient care within the comfort of our residents' own environment.

One key strategy we employ is partnering with external service providers to bring a wide range of medical services directly into our building. This approach allows our residents to access essential healthcare services without the need to leave the facility, ensuring their comfort and convenience. Additionally, our service provider offers a network of resources that would be challenging to source individually, further enriching the care experience for our residents.

Moreover, we capitalize on provincially provided resources, such as the Behavioral Supports Ontario (BSO) or Seniors Mental Health Outreach (SMHO) teams, to supplement the care provided at Westhills. These external resources bring specialized expertise and support to our facility, enhancing our ability to meet the unique needs of our residents.

Furthermore, we are proud to announce our participation in the Best Practice Spotlight Organization (BPSO) program. This initiative will allow us to collaborate with other healthcare homes to learn from and eventually teach our best practices. By sharing knowledge and experiences, we can continuously improve the quality of care we provide and positively impact the resident experience not only within our facility but also across the broader healthcare community.

At Westhills Care Centre, we are committed to leveraging both internal and external healthcare opportunities to strengthen the resident experience, ensuring that each individual receives the highest quality of care in a supportive and enriching environment

CONTACT INFORMATION/DESIGNATED LEAD

Program Lead : Susan Barnhart
Position: Programs Director
Contact info: susan.barnhart@westhillsitc.ca
Phone number: 905 682 0503

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 on **March 26, 2024**

Donna Spasic, Board Chair / Licensee or delegate

Kerry Stewart, Administrator /Executive Director

Susan Barnhart, Quality Committee Chair or delegate

Robyn Davison, Other leadership as appropriate
