

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 29, 2023



## OVERVIEW

Riverview Gardens a 320-bed Long Term Care home owned by the Corporation of the Municipality of Chatham-Kent and operated by Senior Services. We are located in a beautiful setting beside the Thames River in Chatham, Ontario. Our Home has ten residential neighborhoods of 32 residents each, including two secure areas that are home to 64 residents.

A great deal of time and energy over the past year has been consumed with continuing to focus on the COVID-19 pandemic and minimizing outbreaks as restrictions loosened. Our efforts have been spent ensuring all of our infection prevention and control measures are well ingrained at RVG and processes are in place for the future.

In the coming year we will be turning our time and attention to modernizing some of our systems. For example, as this report is publicized, Riverview Gardens will be upgrading system integration software between the Home and the pharmacy provider. This integration will align the two systems and automate processes to reduce opportunity for error. In addition, we will also be introducing automated dispensing cabinets. These devices will save our nursing time and increase efficiency. Finally, we are developing a Technology Strategic Plan.

## **REFLECTIONS SINCE YOUR LAST QIP SUBMISSION**

Over the past year, we have restructured our Quality Committee and expanded our membership to invite front line employees, and resident and family council representatives. The expanded format has offered a venue for information exchange and discussion about quality initiatives and opportunities throughout the home to a wider audience. Feedback to date has been positive.

In addition, following two years of focused efforts toward the pandemic, we have worked this past year to establish a regular meeting schedule for our program committees including skin and wound, falls, continence, pain and palliative care, and Behavioural Supports Ontario (BSO). Regular meeting dates are posted for employee awareness, and new members are always welcomed to join committees.

## **PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING**

This year based on consultation with our resident council we have repurposed our former chapel space to provide a more inclusive space that is welcoming to all religions, spiritualities, beliefs and meditations. The space is now named the Spiritual Centre and is open 24 hours per day.

In an effort to provide additional options for our resident and family survey this year, we prepared a web-based survey through our municipal software program. Paper copies were made available for those who preferred this method of providing feedback, and we invited family to participate in the survey as they were waiting for rapid swab results. We did increase our survey results utilizing this method and had positive feedback with the use of our tool.

## PROVIDER EXPERIENCE

Riverview Gardens launched a significant scheduling modernization project for our personal support workers (PSWs) this year. PSWs were invited to provide feedback about the schedules through surveys, town halls and discussions. Following a pilot of the proposed new schedules, a number of recommendations were incorporated into the final schedules and our newly minted schedules are being launched as this report is published. This scheduling modernization project has added 12-hour shifts, increased PSWs on some shifts, and more than doubled our offering of full-time permanent staff. These changes have provided opportunity for staff to pick the best possible work schedule for their chosen lifestyle: full-time, part-time, 8-hour shifts or 12-hour shifts. We will be looking at other departments in the coming year for our next opportunities.

Over the past year we have also added a new staff committee to infuse some extracurricular fun. "RVG 360" hosted a number of events including inviting food trucks on site, a vendor sale, a penny sale, and a paint night. This winter we have had daily draws in our "you've been mugged" event, where one staff per day has had their name drawn for a new mug filled with hot chocolate. Events have been well received and the committee will be ongoing.

## WORKPLACE VIOLENCE PREVENTION

This year three employee surveys were conducted across the municipality: Diversity, equity, inclusion and justice, mental health and wellbeing, and employee engagement and workplace culture. Survey results and recommendations have been analyzed and there are draft strategic objectives, goals, measures and key performance indicators. This input has informed the HR strategies for 2023-2027.

One of the objectives identified is to ensure employee wellbeing is a priority. Toward this end we will be prioritizing health and wellbeing by updating our Core Values to reflect Health, Safety and wellbeing, where we believe in a physically and psychologically safe workplace for all to promote a healthy workforce.

In addition, we will support employee mental health and wellbeing by implementing a Mental Health and Wellbeing strategy.

## PATIENT SAFETY

Riverview Gardens has a number of processes in place to review and learn from resident safety incidents. There are program committees in place for each of the mandatory programs, and resident safety is discussed at some committees regularly (e.g., Falls), and following occurrences at others. In addition, resident safety incidents may be reviewed at regularly scheduled team meetings. For all meetings, minutes are made available for those employees unable to attend.

Over the past year we have introduced educational poster boards that have been used as an opportunity to help educate employees. We have experienced greater interest in the poster boards when we have attached a contest with prizes to the poster board presentations. These types of educational opportunities are a great way to provide information to staff in a location that they frequent to help spread the word on how to prevent occurrences in the first place.

## HEALTH EQUITY

This past year municipal employees were invited to attend LGBTQ2S+ training. the training consisted of two parts: Rainbow Health Training Online Foundations Course, and an in-person presentation on a specialized topic. Staff of Riverview Gardens completed the training and then attended a session entitled Elder Care for the 2SLGBTQ+ Community.

In addition, the Municipality of Chatham-Kent's Diversity, Equity, Inclusion and Justice Team partnered with CK pride to sponsor a virtual lunch and learn in recognition of International Pronouns Day.

## CONTACT INFORMATION/DESIGNATED LEAD

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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 on **March 29, 2023**

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**Mary Alice Searles**, Board Chair / Licensee or delegate

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**Mary Alice Searles**, Administrator /Executive Director

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**Jacque Logan-Stephens**, Quality Committee Chair or delegate

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**Wanita**, Other leadership as appropriate

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