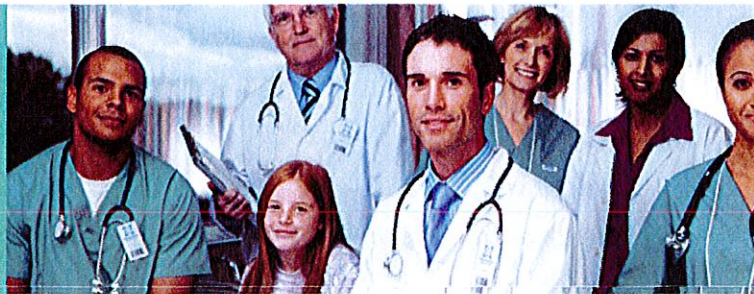


Let's Make Healthy
Change Happen.



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

St. Joseph's Continuing Care - CCC



CENTRE DE SOINS PROLONGÉS
ST. JOSEPH'S
CONTINUING CARE CENTRE

23 March 2016

Overview

The focus of our plan is in the dimensions of effectiveness, equity, patient safety and patient experience.

The priority focus in the dimension of patient safety will be the continued implementation of medication reconciliation at time of discharge for all patients being discharged to the community. We are seeing an increase in the number of transitional and restorative care patients; resulting in an increase in the number of discharges.

Our patient-centred objective is to maintain our high level of overall patient satisfaction.

In the equitable dimension our focus will be on increasing the percentage of patients who always receive service in the official language of their choice.

We have identified 2 areas of focus in the effectiveness dimension; namely to increase the percentage of patients in special rehab and to decrease the percentage of patients experiencing pain.

QI Achievements From the Past Year

For fiscal 2015-2016 we identified the following three aims:

- 1) Safety dimension: To increase the proportion of patients receiving medication reconciliation upon discharge. This was a new practice implemented in the hospital and the target was to achieve 50% in by March 31, 2016 and we achieved 66% by March 15, 2016.
- 2) The second aim in the safety dimension was to reduce hospital acquired infection through hand hygiene compliance before patient contact. Our target for 2015-2016 was to achieve a target of 75% by March 31, 2016 and we achieved 75% by March 23, 2016.
- 3) Patient-Centred dimension: Receiving and utilizing patient experience feedback to improve services measured by the percentage of patients recommending the hospital as determined by in-house survey. Our target for fiscal 2015-2016 was 88% and as of 22 March 2016 we achieved we have achieved 100%.

In addition, St. Joseph's Continuing Care Centre received a Three-Year Accreditation decision awarded to us in May 2015 by CARF International.

Integration & Continuity of Care

We will continue to provide a blend of service in order to best meet the needs of the system and our catchment area.

The plan to increase resources to effect an increase in the percentage of patients in the RUG Special Rehabilitation group is expected to result in better patient outcomes and greater patient flow. The

continued implementation of medication reconciliation at time of discharge for patients returning to the community will help facilitate patient safety through the continuum of care. The hospital remains engaged with health system partners; such as the Cornwall Community Hospital, the Champlain LHIN and the Champlain CCAC to help achieve the provincial priority of patient-centred care across the patient journey.

Engagement of Clinicians & Leadership

The QIP has been informed through the engagement of a multi-disciplinary Leadership Team. The plan has also been presented to the QI Committee of the Board, the Board of Directors and the Professional Advisory Committee, representative membership includes Physicians, NP, RN, Pharmacy and Therapy Services groups.

Patient/Resident/Client Engagement

The QIP Plan will be presented at Patients' Council to inform and provide opportunity for feedback. In 2016-2017 the Hospital plans to introduce the InterRAI QOL as the assessment tool to determine patient experience and overall quality of service provided. This integrated assessment will allow for more in-depth analysis of patient outcomes as they relate to patient experience.

Performance Based Compensation


The hospital has only one executive position; namely the Executive Director. The Executive Director is the chief administrator of both the hospital operation and the long-term care operation. For fiscal year 2016-2017 a percentage of annual base salary of the Executive Director as determined by the Board of Directors, will be linked to the achievement of the targets set out in the QIP.

Sign-off

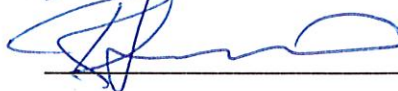
It is recommended that the following individuals review and sign-off on your organization's Quality Improvement Plan (where applicable):

I have reviewed and approved our organization's Quality Improvement Plan:

Board Chair

 (signature)

Quality Committee Chair

 (signature)

Chief Executive Officer

 (signature)

2016/17 Quality Improvement Plan "Improvement Targets and Initiatives"

Hôtel Dieu Hospital of Cornwall 14 York Street

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