

**2020/21 Quality Improvement Plan**  
**"Improvement Targets and Initiatives"**

**Hogarth Riverview Manor**



St. Joseph's Care Group 35 North Algoma Street Box 3251

AIM		Measure						Change				
Quality Issue	Quality dimension	Measure/Indicator	Unit / Population	Source / Period	Current performance	Target	Target justification	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Target for process measure	Comments
Service Excellence	Client Centred	Percent response "How often did staff listen carefully to you?" <b>Always</b>	Hogarth Riverview Manor	In house survey 2019	47.90%	53%	Improve results by 10% from current performance	1)Evaluate 2019 client experience survey results, develop and implement change ideas.	Results will be reviewed by managers and with Resident & Family Councils to identify areas for improvement.	Change ideas implemented	June 2020	Improving communication, "having a voice", is a priority within the long-term care home.
Timely and Efficient Transitions	Efficient	Number of emergency department visits for modified list of ambulatory care-sensitive conditions per 100 long-term care residents.	HRM Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / Oct 2018-Sept 2019	12.0	12.0	Sustain current performance as well below Ontario average of 22.6	1)Implement pathway for Diagnostic services to avoid potential emergency department visits.	Senior Medical Director will work with Thunder Bay Regional Health Sciences Centre Diagnostic Services and SJCG Rehabilitation Services to develop pathway.	Pathway implemented.	Sept 2020	Continued engagement with physicians is also key in reducing potential avoidable emergency department visits.
Safe and Effective Care	Effective	The proportion of residents with a progressive, life-limiting illness, that are identified to benefit from palliative care, who subsequently have their palliative care needs assessed using a comprehensive and holistic assessment.	HRM	Local data collection / Most recent 6 month period	Collect Baseline	Collect Baseline	Collect Baseline	1)Identify residents, using the CHES score, who would benefit from an assessment to identify palliative care needs.	A CHES score report will be run monthly and residents with a score of 3 or greater will receive an appropriate assessment to identify palliative care needs.	Percent of residents with a CHES score 3 or more will be assessed by March 2021	100%	CHES score =Changes in health, End-stage disease and Signs and Symptoms (CHES) scale used to help identify residents who may benefit from a palliative care approach.
	Safe	Number of workplace violence incidents (as defined by OHSA) within a 12 month period.	Count / Worker Hogarth Riverview Manor	Local data collection / January - December 2019	193	193	Target based on current performance. Continuing to improve the culture of incident reporting.	1)Gentle Persuasive Approach Training	Direct care staff (registered and unregistered staff) will be trained in the gentle persuasive approach.	Percentage of staff trained by December 2020	100%	FTE=460 workers at Hogarth Riverview Manor