

Grandview Lodge

Highlights from Accreditation 2022

What is the purpose of Accreditation?

- Accreditation is a voluntary process that LTC homes may use to assess their services and help them improve the quality, safety and efficiency of their performance for the benefit of their Residents and the health system.



Improves resident outcomes & mitigates risks



Identifies strengths & gaps in programs & processes



Promotes communication & staff empowerment across the organization



Fosters a culture of quality & safety



Can decrease risks & liability costs

Introduction

- On-site survey conducted October 2-5, 2022
- Accreditation Canada Surveyors: Cindy Donovan & Susan Veenstra
- On-site assessment completed October 5, 2022 with Residents, family members, volunteers, leadership & staff
- Extensive preparation; 1 year
- Many long-term care homes opted out of Accreditation due to COVID-19 pandemic; however, GVL forged ahead and was successfully accredited
- Results were available at the end of 2022
- 266 of 271 Met (98%)
- Additional funding received for successful Accreditation (Quality Attainment Premium)

On-Site Assessment Goals:

- Learn the new Qmentum Long Term Care Accreditation Program
- Grow as a leadership team while supporting employees
- Reflect on current practices and develop new strategies



Chapter 1: Governance and Leadership

Areas of Excellence:

- Municipal commitment to providing Long-Term Care Services
- Strategic planning
- Promoting an inclusive safe workplace
- A large variety of communication tools, (Mailchimp, newsletters, website)
- Community members speak very highly of Grandview lodge



Chapter 2: Delivery of Care Models

Areas of Excellence:

- Job site analysis
- Communication and transparency
- Annual education and training
- Employee collaboration meetings



Chapter 3: Emergency Disaster Management

Areas of Excellence:

- Partnership with County EMO Services
- Detailed policies and processes
- Community support
- Education yearly for all staff and testing of emergency codes
- Pandemic tested GVL's pandemic plan



Chapter 4: Infection Prevention & Control

Areas of Excellence:

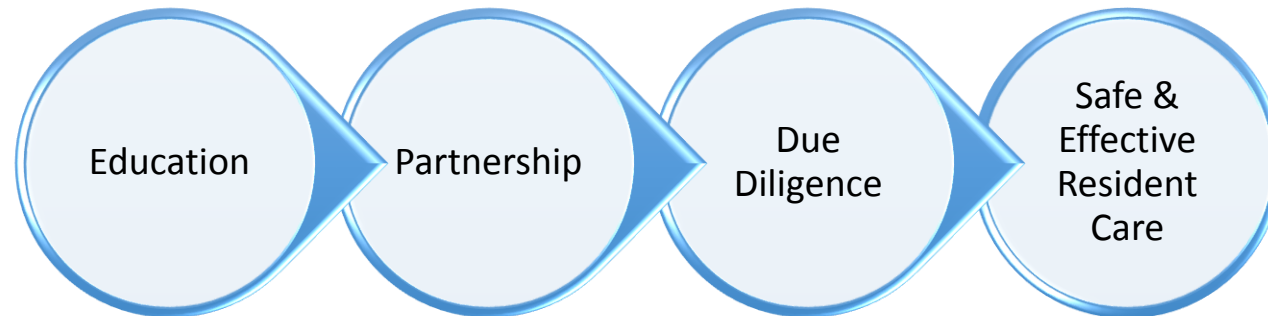
- Limiting exposure to COVID through robust risk mitigating strategies
- Detailed pandemic plan
- Dedicated and committed employees
- Full-time IPAC Coordinator
- IPAC and PAC Committees
- Transparent and regular communication



Chapter 5: Medication Management

Areas of Excellence:

- Robust training & education suite from pharmacy
- Continued supportive partnership between staff & pharmacy
- Med. reconciliation completed on admission using pharmacy software



Chapter 6: Resident's Care Experience

Areas of Excellence:

- Continued support for Social Model of Care
- Additional funding for PSW education from CLRI
- DementiAbility certified home
- Actively demonstrate person centered care



Key Opportunities Identified

- Development of a stand-alone Resident Safety Plan (completed)
- Synergies with the municipality
- Tracking process for all quality improvement initiatives and plans/goals, QIP, mission scorecard
- Review current employee performance reviews
- Tapping into virtual health services
- Investigating opportunities for a Social Service Worker
- Engaging residents & families to complete IPAC audits throughout the home
- Share broadly IPAC indicator results and program goals
- Do Not Use Abbreviations Audits
- Continue to engage residents and families in appropriate decision making

Overall Summary

Areas of Excellence:

- Success in navigating the global pandemic
- Engaged and supportive Council
- Commitment to people-centered care
- Increased staffing levels
- Community Partnerships with Niagara College, Mohawk College & McMaster University
- Mental Health and Wellness Focus (The Working Mind)
- Resuming the new normal in the Home's social model



Why we do what we do...



Thank You!