

Let's Make Healthy
Change Happen.



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



3/27/2019

Overview

About Dryden Regional Health Centre

Since its incorporation in 1952, the Dryden Regional Health Centre (DRHC) has provided professional, compassionate, safe and high-quality patient health care to the community of Dryden and surrounding area.

The Dryden Regional Health Centre is an integrated small, rural and northern health service organization located in Northwestern Ontario and part of the North West Local Health Integration Network (LHIN 14). Our service area includes all residents within Dryden and the surrounding area, including the Townships of Machin and Ignace as well as the First Nation communities of Migisi Sahgaigan First Nation (Eagle Lake), Wabigoon Lake Ojibway First Nation and Wabauskang First Nation.

The DRHC supports the work of more than 375 staff, Physicians, and volunteers with an annual operating budget over \$33 million. The DRHC is a progressive and visionary organization that has had great success in implementing innovative programs and services to bring quality care closer to home for its service area.

The DRHC provides governance and management for the Dryden Area Family Health Team supporting primary care for some 14,000 people. Services are delivered by a multidisciplinary team of family Physicians, Nurse practitioners, Nurses and allied health personnel.

As a 42-bed acute care Health Centre, the DRHC provides a full range of inpatient services including medical, surgical, obstetrical, chronic, rehabilitative and palliative care. Ambulatory services include emergency, surgical day care, specialty clinics, and oncology services.

The DRHC supports a busy visiting specialist program for orthopaedic, rheumatology, plastic surgery, endoscopy, paediatrics, otolaryngology and obstetrical gynaecology services. Many of these specialties also provide elective surgical procedures, minimizing the need for patient travel and bringing specialty care closer to home. These services are complemented and supplemented by a comprehensive telemedicine network. Diagnostic services include a CT scanner, x-ray, ultrasound, and fully accredited, ISO certified laboratory services.

The Health Centre provides inpatient, ambulatory and home and community rehabilitative services supported by an excellent team of rehabilitation professionals.

The DRHC also delivers a wide range of mental health and addictions services including: counselling, case management, crisis response and residential non-medical withdrawal and addictions treatment.

Commitment to Caring

It's important to us that as a patient, you and your family receive the best possible high quality and safe care, that your experience with our programs, services and people meet your expectations and that you feel like you are being treated by members of your own family.

The DRHC has a set of Standards of Behaviour to guide everyone who works, volunteers, visits or receives care at the Health Centre. Dryden Regional Health Centre is committed to providing a safe, caring and inclusive environment based on our five core values:

Respect – having the regard for the feelings, wishes and rights of others.

Integrity – being honest, fair and doing the right thing even when no one is looking.

Humility – having a modest opinion of one's own importance; not believing you are superior to others.

Compassion – committed to understanding an individual's circumstances with a desire to help.

Accountability – taking ownership and responsibility for one's actions and decisions.

The DRHC has translated these values into real actions and behaviours. Modeling these Standards enables us to function as a high performing health care team and provide consistent, high quality service to our patients and their families.

Describe your organization's greatest QI achievement from the past year

Health Links: This year Health Links was a slow start due to staffing challenges. By July 2018 we were able to dedicate time and staff to the project. This allowed our Social Worker the opportunity to connect with the local partners to inform them about the program. Patients were identified in a number of ways, and CCPs were created.

Wound care: The Inlow's 60-second Diabetic Foot Screen was chosen as recommended by both Wounds Canada. This is an easy screening tool that identifies those patients with Diabetes that are at risk for foot complications. Initially, this tool was being utilized by the Dryden Diabetes Centre's RN (who is housed with the FHT). Education was provided to the NPs and RPNs within the FHT and a review of best practices regarding annual screening was completed. If patients attended the

RPN station for any reason, it was encouraged that an Inlow be completed or with any NP visit if the annual screen was not done. As a result, the FHT has seen a huge increase in the use of this tool over the year.

Vocera: Implementation of vocera has simplified communication between front line staff and has saved nurses time and energy communicating with people across the organization.

Risk Pro: Updated the Risk Pro program to improve reporting and tracking incidents and near misses across the organization. We have noted an increase in reporting by front line staff.

Patient/client/resident partnering and relations

The Dryden Regional Health Centre remains committed to working with patients and family members to exchange and generate ideas that positively advance patient safety and quality. Our well-established Patient and Family Advisory Committee uses their perspective to improve the patient experience by helping to shape policies and programs, identify processes and policies that improve the delivery of care, collaborate to evaluate health care services, and make recommendations on matters that impact the experiences of patients and families.

Active participation on ongoing, organizational committees such as East Unit Council, Patient Safety, Ethics, Quality Improvement Planning, and special project work like Pharmacy Redevelopment, Master Facilities Planning, and CEO Recruitment ensures that together we make positive changes for patients and families that improve health outcomes, satisfaction, quality and safety, and foster open and honest communication.

In the upcoming months, patient and/or family members will work in partnership with administration and staff to advance a planned, patient-centred improvement initiative focusing on service excellence. The patient perspective will be embedded in the development of a patient visit summary form that will be used by patients and their Nurse Practitioners at the end of clinical visits to recap healthcare decisions made, identified treatment and care plans, and goals set. Integrating the patient's point of view, perspective and experience into service and quality improvements across the organization will help to ensure the delivery of high quality care.

Workplace Violence Prevention

The DRHC Workplace Violence prevention program is under the leadership of the Joint Occupational Health and Safety Committee. The organization has completed workplace violence risk assessments in all service areas/departments and monitors incidents using an online software program - Risk Pro. This year we have focused on encouraging staff to report incidents of violence and noted an increase in events. In addition, the organization has purchased and implemented Vocera as a communication and panic tool across the organization. This fiscal period all campus staff will have a Vocera badge and be provided with education and training on the use of the system.

Executive Compensation

As a mandatory component of the Excellent Care for All Act, 2010 (ECFAA), compensation of the CEO and other executive leads are linked to the achievement of performance improvement targets laid out in the QIP.

The senior management team members that will participate in the executive compensation program include:

Position	Performance Based Compensation
Chief Executive Officer	1%
Chief of Staff	1%
Senior Vice President of Patient Care Services, CNO	1%
Senior Vice President, Chief Operating Officer	1%
Senior Vice President, Human Resources	1%

Contact Information

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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

Board Chair : Sandra Boyko
Board Quality Committee Chair: Judi Green
Chief Executive Officer : Wade Petranik