

Let's Make Healthy
Change Happen.



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



3/15/2019

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

ontario.ca/excellentcare

Overview

The vision for Norfolk General Hospital (NGH) was developed in consultation with patients/families, staff, physicians and Board members and defines our broad and aspirational image of the future. Our vision is "To be an inspiring model of what an exceptional healthcare experience should be". Norfolk General Hospital is a community of people dedicated to transforming the patient and family experience through innovative and collaborative approaches to care, knowledge and leadership. This plan is created annually as part of Norfolk General Hospital's commitment to continuously improve the delivery of safe, quality patient and family centered care.

NGH is committed to an unwavering focus on our strategic directions:

High Reliability Healthcare: Fostering Continuous Improvement

Anticipating Tomorrow's Needs

Exceptional Experience: Leveraging our Aspirational Culture

Nurturing Powerful and Purposeful Partnerships

Exceptional Environment: Designing a Modern and Comfortable Hospital

Optimizing and Updating our Equipment and Technology

The Quality Improvement Plan for 2019-20 will focus on the following priority measures:

Effective Transition: 30 Day Readmission Rate for Chronic Obstructive Pulmonary Disease/Congestive Heart Failure

Patient Centered: Did you have enough information about what to do if you were worried about your condition after leaving the hospital

Safety: Reduce fall injuries

Safety: Reduce incidence of Catheter Associated Urinary Tract Infections

Safety: Workplace Violence Incident Reporting

Timely: Time to inpatient bed from the Emergency Department

The Ontario Action Plan for Healthcare, Ontario Hospital Association Strategic Plan, Hamilton Niagara Haldimand Brant Local Health Integration Network Strategic Plan, Health Quality Ontario priorities and Provincial Priorities were taken into account as the 2019-20 improvement plan unfolded for the organization. Common themes such as safe and effective care, access to care and improved patient experience are embedded in this Quality Improvement Plan (QIP).

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

Norfolk General Hospital is proud of the improvement we have made in keep our patients safe while in our care. Significant improvements have been achieved this year in our compliance with hand hygiene practices. A renewed educational program for all staff was rolled out along with a plan to provide one to one demonstration of hand hygiene for all staff. As of December 2018, 97% of staff have completed the online education and 99% of staff have participated in the one to one demonstration of proper use of alcohol based hand rub (ABHR). At the beginning of the 2018/19 Quality Improvement Plan our hand hygiene compliance before patient contact was at 74%. As of the end of Quarter 2 our hand hygiene compliance before patient contact has improved to 88%.

Our Employee Engagement Survey has also demonstrated improvement in how our staff perceives the organization as promoting staff hand washing. Our scores improved from 92% in 2016 to 97% in 2018. Throughout the year hand hygiene has maintained high visibility by using themes to help keep the awareness new during Mission Week, Special Holidays, Safety Week and National Hand Hygiene Day.

Patient/client/resident partnering and relations

Our Patient and Family Advisory Council contributed to the content of our Quality Improvement Plan. Patient and Family Advisors are part of the membership for our Program Committees as well as the Quality Committee of the Board. Information is brought to the Patient and Family Advisory Council about patient experience, patient safety and senior friendly hospital initiatives for consideration as we seek changes for improvement. The Patient and Family Advisory Council collaborated in the development of the Senior Sensitive Improvements and designing bedside whiteboards. Strategies are embedded in our QIP to address our commitment to hearing our patient's voice and making changes to improve the quality of care. Norfolk General Hospital leaders round with our patients daily to hear their perspective on their experience at the hospital and encourage them to tell their story about their journey in the healthcare system. Through this standardized approach to information sharing and collaboration with our patients and their families, stories and themes are brought to Program Committees where these teams develop change ideas to meet the needs of our patients/families and support the strategic directions of the hospital


Workplace Violence Prevention

Workplace Violence Prevention is a strategic priority at Norfolk General Hospital. Each Leader includes quarterly actions to reduce workplace violence and improve reporting of workplace violence incidents in their 90 day plans. Workplace violence is included in our Quarterly Dashboard Report to the Board.

Sign-off

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

Board Chair  (signature)

Board Quality Committee Chair  (signature)

Chief Executive Officer  (signature)