



Corporation of the County of Simcoe Long Term Care & Seniors Services

Accredited with Exemplary Standing

November, 2016 to 2020

Corporation of the County of Simcoe Long Term Care & Seniors Services has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement. It is accredited until November 2020 provided program requirements continue to be met.

Corporation of the County of Simcoe Long Term Care & Seniors Services is participating in the Accreditation Canada Qmentum accreditation program. Qmentum helps organizations strengthen their quality improvement efforts by identifying what they are doing well and where improvements are needed.

Organizations that become accredited with Accreditation Canada do so as a mark of pride and as a way to create a strong and sustainable culture of quality and safety.

Accreditation Canada commends **Corporation of the County of Simcoe Long Term Care & Seniors Services** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

Corporation of the County of Simcoe Long Term Care & Seniors Services (2016)

The County of Simcoe, Long Term Care & Seniors Services takes pride in providing services for older adults such as long term care, housing and community programming. Our mission is "to provide effective, high quality, safe and efficient long term care services in a home-like setting for the clients and families that we serve"

The Accreditation process has been a true testament of our staff dedication and the thoughtful and caring way they serve our residents and clients every day. That's why we voluntarily participate in accreditation with Accreditation Canada--to learn what we're doing well and where we can improve.

Accreditation Canada

We are independent, not-for-profit, and 100 percent Canadian. For more than 55 years, we have set national standards and shared leading practices from around the globe so we can continue to raise the bar for health quality.

As the leader in Canadian health care accreditation, we accredit more than 1,100 health care and social services organizations in Canada and around the world.

Accreditation Canada is accredited by the International Society for Quality in Health Care (ISQua) www.isqua.org, a tangible demonstration that our programs meet international standards.

Find out more about what we do at www.accreditation.ca.

Demonstrating a commitment to quality and safety

Accreditation is an ongoing process of evaluating and recognizing a program or service as meeting established standards. It is a powerful tool for quality improvement. As a roadmap to quality, Accreditation Canada's Qmentum accreditation program provides evidence-informed standards, tools, resources, and guidance to health care and social services organizations on their journey to excellence.

As part of the program, most organizations conduct an extensive self-assessment to determine the extent to which they are meeting the Accreditation Canada standards and make changes to areas that need improvement. Every four years, Accreditation Canada surveyors, who are health care professionals from accredited organizations, visit the organization and conduct an on-site survey. After the survey, an accreditation decision is issued and the ongoing cycle of assessment and improvement continues.

This Executive Summary highlights some of the key achievements, strengths, and opportunities for improvement that were identified during the on-site survey at the organization. Detailed results are found in the organization's Accreditation Report.

On-site survey dates

November 6, 2016 to November 10, 2016

Locations surveyed

- **6** locations were assessed by the surveyor team during the on-site survey. Locations and sites visited were identified by considering risk factors such as the complexity of the organization, the scope of services at various sites, high or low volume sites, patient flow, geographical location, issues or concerns that may have arisen during the accreditation cycle, and results from previous on-site surveys. As a rule, sites that were not surveyed during one accreditation cycle become priorities for survey in the next.
- All sites and services are deemed **Accredited with Exemplary Standing** as of the date of this report.

See **Appendix A** for a list of the locations that were surveyed.

Standards used in the assessment

- **5 sets of standards** were used in the assessment.

Summary of surveyor team observations

These surveyor observations appear in both the Executive Summary and the Accreditation Report.

During the on-site survey, the surveyor team undertook a number of activities to determine the extent to which the organization met the accreditation program requirements. They observed the care that was provided; talked to staff, clients, families and others; reviewed documents and files; and recorded the results.

This process, known as a tracer, helped the surveyors follow a client's path through the organization. It gives them a clear picture of how service is delivered at any given point in the process.

The following is a summary of the surveyor team's overall observations.

The Corporation of the County of Simcoe Long Term Care and Seniors Services (the organization) is commended on participating in and preparing for the Qmentum accreditation survey. The organization has a strong commitment to providing a very high quality of care in the care and services they provide. They have developed excellent partnerships with their community partners who appreciate the ease and openness of working together to provide services to the people they serve.

The Corporation of the County of Simcoe Long Term Care and Seniors Services includes four long-term care homes located in 4 distinct locations. Much has been accomplished at the County of Simcoe Long Term Care and Seniors Services since their last accreditation. They have opened Georgian Village, located in Penetanguishene, that offers seniors over the age of 60 a choice of housing options to age in place. There is independent living in Garden Homes and apartment suites to assisted living affordable housing and long-term care. Georgian Village is a community that offers services that were identified by residents as important to have available. There is a hair salon, library, restaurant, hearing aid clinic, and wellness centre. The Victorian Order of Nurses (VON) runs a day program within the site and residents describe it as having everything they need.

The organization has initiated many innovative and creative programs such as bringing the Montessori Dementiability methods to provide care for residents with dementia. There is a continual commitment to meeting the needs of the current residents. The homes are seasonally decorated and changes have been made to the hours of the programming to increase evening and weekend offerings. Structural changes have been made at Sunset Manor to enlarge the dining area as many of the residents were crowded in their wheelchairs.

There is a very strong commitment to quality and resident and staff safety. Laundry hours were adjusted to provide extra staff at night in the case of emergency and also resulted in water and energy savings. Quality teams include residents and families have also been actively involved in safety initiatives. Education for staff, residents and families is ongoing both informally and formally with staff meetings, and resident and family councils. As a part of the workplace violence prevention program staff will be provided with personal safety Screecher alarms that they will carry with them

for the duration of their shift.

The strategic plan is reviewed annually to align with the annual budgeting process. The communication plan is extensive and communications is involved many types of strategies to meet the needs of the people in the County. Print media, signs, posters, radio and social media all play an important part in communicating and receiving feedback. A recent satisfaction survey was completed by 3,000 people with 2,000 respondents choosing to complete the survey electronically.

The organization has adopted technologies to increase communication, safety, and efficiencies. The dietary departments have adopted a computerized system for menus and recipes that carries the information about the production lists and informs ordering. A new system of integrating a paperless menu display and electronic show plates will be used at the point of services. Nourishments and snacks will also be monitored using a tablet to ensure residents receive the correct snack and that documentation is accurate.

A new electronic SAP maintenance service requisition system is being piloted on one unit at Georgian Manor increasing communication and eliminating paper requisitions. Maintenance can assess each requisition and organize appropriately to respond to the requisition. Electronic Fire Panels are in place at Georgian Manor that identifies the exact location of a fire and are being installed at Sunset Manor.

Energy conservation is a priority at all four locations. Fluorescent lighting is being replaced by LED lighting. Georgian Village has initiated an Energy Conservation Committee made up of residents, families, and staff and has generated great ideas to conserve energy. All four locations are also actively committed to a robust recycling program.

The organization has adopted the Ontario Telemedicine Network (OTN) and this promotes communication between all locations. Meetings are held at all locations using the OTN technology and this improves communication and eliminates travel time allowing managers to remain at their home site.

Residents, volunteers and family members are very satisfied with the kindness and caring of the staff, the food, and the programming available at the homes. They express that there are activities of interest for everyone to attend. Concerts, crafts, visiting with family and friends, and church activities are some of the examples that were spoken very highly about. Residents and family members at Georgian Manor and Georgian Village shared that they are proud of living here and enjoy the many amenities. They feel a strong sense of community and pride in their community and express their gratitude to live within their community surrounded by friends and family. A wide range of programming at all sites was highlighted by the residents and families. Birthday parties, special events, and Christmas parties were mentioned as being especially welcoming to guests.

Residents and families expressed that the building physical structures are maintained in good repair, clean and inviting. The outside is nicely landscaped and there is access to many pleasant outdoor secure areas. The balcony areas are secure areas and residents and families stated how they enjoy access to fresh air in good weather. The greenhouse at Georgian Village was identified by many as a

beautiful place to enjoy greenery and live plants throughout the year. The Village Woodworks, which is a new initiative is being finalized and will also be opened to the community.

The organization has been innovative in their age-friendly community initiatives. They actively engaged residents and stakeholders in promoting active aging through optimizing opportunities in health, active participation and security to ensure that structures and services are accessible for older adults and that age-related needs and preferences are met that respect decisions and lifestyle choices. Extensive engagement opportunities were provided through key interviews, focus groups, and public consultations.

The organization was recently awarded the Innovation and Excellence – Supporting Seniors Award at the 2016 Ontario Association of non-profit homes and services for seniors (OANHSS) Annual General Meeting and Convention.

Overview: Quality dimensions results

Accreditation Canada uses eight dimensions that all play a part in providing safe, high quality health care.

These dimensions are the basis for the standards, and each criteria in the standards is tied to one of the quality dimensions.

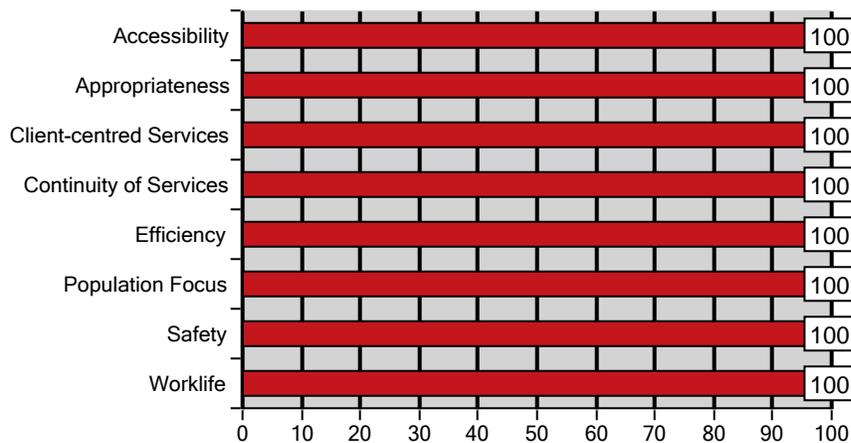
The quality dimensions are:

-  **Accessibility:** Give me timely and equitable services
-  **Appropriateness:** Do the right thing to achieve the best results
-  **Client-centred Services:** Partner with me and my family in our care
-  **Continuity of Services:** Coordinate my care across the continuum
-  **Efficiency:** Make the best use of resources
-  **Population Focus:** Work with my community to anticipate and meet our needs
-  **Safety:** Keep me safe
-  **Worklife:** Take care of those who take care of me

Taken together, the dimensions create a picture of what a high quality health care program or service “looks like.” It is easy to access, focused on the client or patient, safe, efficient, effective, coordinated, reflective of community needs, and supportive of wellness and worklife balance.

This chart shows the percentage of criteria that the organization met for each quality dimension.

Quality Dimensions: Percentage of criteria met



Overview: Standards results

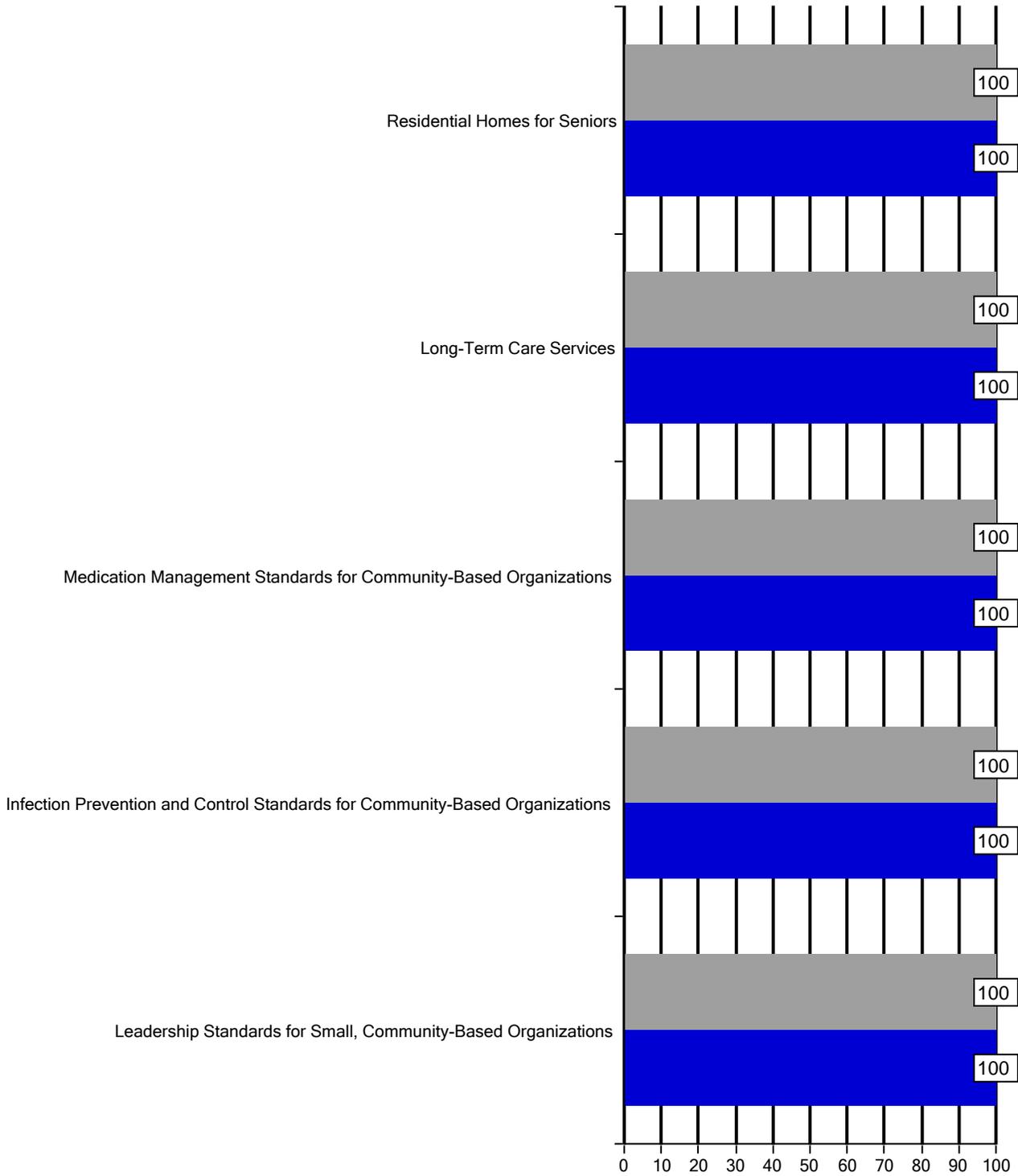
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

Some criteria—specifically those related to safety, ethics, risk management, or quality improvement—are considered high priority and carry more weight in determining the accreditation decision.

This chart shows the percentage of high priority criteria and the percentage of all criteria that the organization met in each set of standards.

Standards: Percentage of criteria met

■ High priority criteria met ■ Total criteria met



Overview: Required Organizational Practices results

Accreditation Canada defines a Required Organizational Practice (ROP) as an essential practice that must be in place for client safety and to minimize risk. ROPs are part of the standards. Each one has detailed tests for compliance that the organization must meet if it is to meet the ROP.

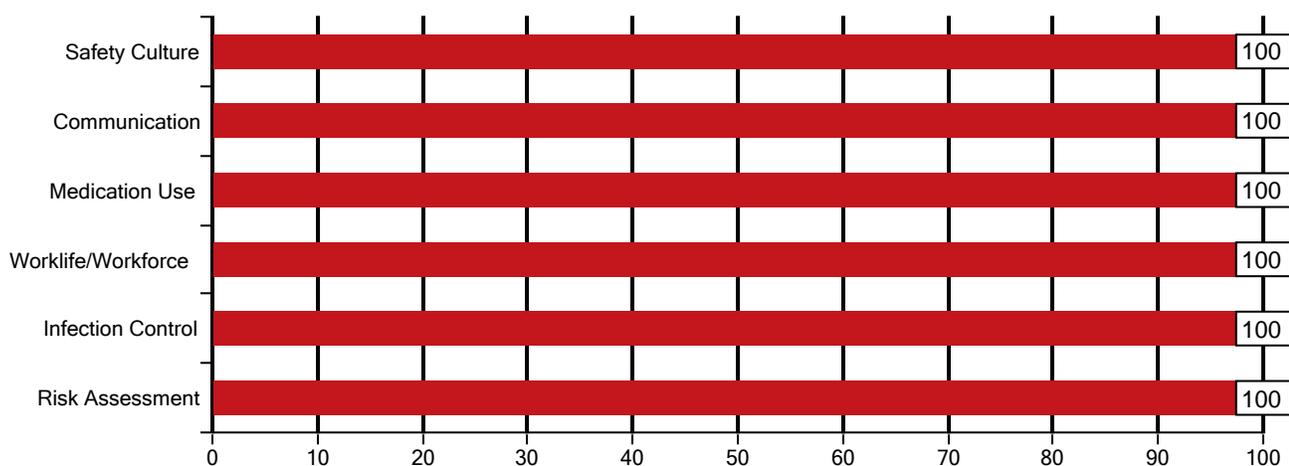
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes how select ROPs are being met across the country.

ROPs are categorized into six safety areas, each with its own goal:

- **Safety culture:** Create a culture of safety within the organization
- **Communication:** Improve the effectiveness and coordination of communication among care and service providers and with the recipients of care and service across the continuum
- **Medication use:** Ensure the safe use of high-risk medications
- **Worklife/workforce:** Create a worklife and physical environment that supports the safe delivery of care and service
- **Infection control:** Reduce the risk of health care-associated infections and their impact across the continuum of care/service
- **Risk assessment:** Identify safety risks inherent in the client population

See **Appendix B** for a list of the ROPs in each goal area.

ROP Goal Areas: Percentage of tests for compliance met



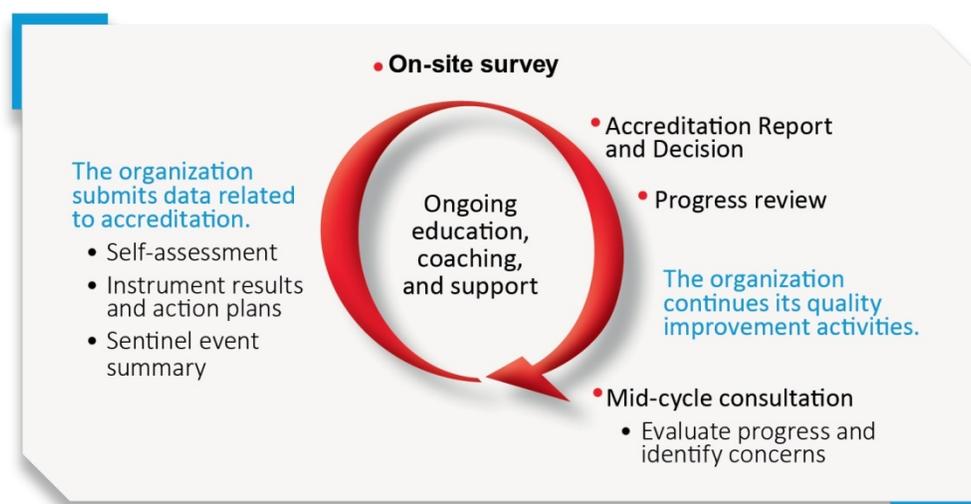
The quality improvement journey

The Qmentum accreditation program is a four-year cycle of assessment and improvement, where organizations work to meet the standards and raise the quality of their services. Qmentum helps them assess all aspects of their operations, from board and leadership, to care and services, to infrastructure.

The program identifies and rewards quality and innovation. The time and resources an organization invests in accreditation pay off in terms of better care, safer clients, and stronger teamwork. Accreditation also helps organizations be more efficient and gives them structured methods to report on their activities and what they are doing to improve quality.

In the end, all Canadians benefit from safer and higher quality health services as a result of the commitment that so many organizations across the country have made to the accreditation process.

Qmentum: A four-year cycle of quality improvement



As **Corporation of the County of Simcoe Long Term Care & Seniors Services** continues its quality improvement journey, it will conduct an in-depth review of the accreditation results and findings. Then a new cycle of improvement will begin as it incorporates any outstanding issues into its overall quality improvement plan, further strengthening its efforts to build a robust and widespread culture of quality and safety within its walls.

Appendix A: Locations surveyed

- 1 County of Simcoe - Administration Centre - Headquarters
- 2 Georgian Manor
- 3 Simcoe Manor
- 4 Sunset Manor
- 5 Trillium Manor
- 6 Villages & Day Programs

Appendix B

Required Organizational Practices

Safety Culture

- Patient safety incident disclosure
 - Patient safety incident management
 - Patient safety quarterly reports
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Communication

- Client Identification
 - Information transfer at care transitions
 - Medication reconciliation as a strategic priority
 - Medication reconciliation at care transitions
 - The “Do Not Use” list of abbreviations
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Medication Use

- Concentrated electrolytes
 - Heparin safety
 - High-alert medications
 - Infusion pump safety
 - Narcotics safety
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Worklife/Workforce

- Patient safety plan
 - Patient safety: education and training
 - Preventive maintenance program
 - Workplace violence prevention
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Infection Control

- Hand-hygiene compliance
 - Hand-hygiene education and training
 - Infection rates
 - Pneumococcal vaccine
 - Reprocessing
-

Risk Assessment

- Falls prevention
 - Pressure ulcer prevention
 - Suicide prevention
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