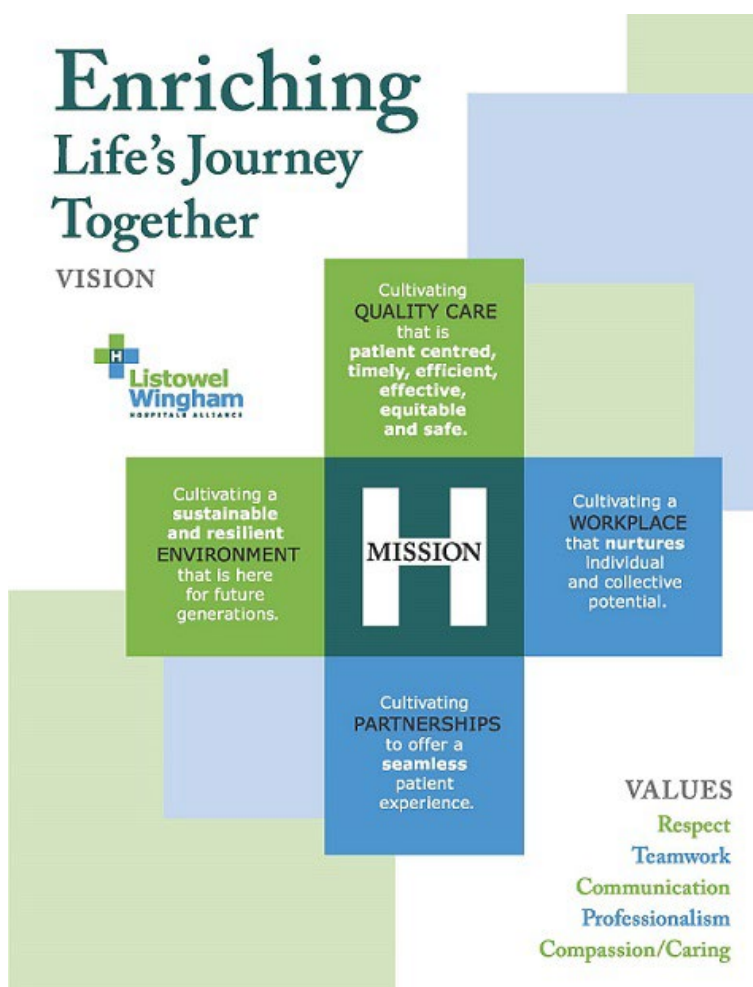


Let's Make Healthy
Change Happen.



Listowel Wingham Hospitals Alliance: 2022-23 Quality Improvement Plan



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Organizational Overview

The Listowel Wingham Hospitals Alliance (LWHA) was formed on July 1, 2003 as a partnership between Listowel Memorial Hospital and Wingham and District Hospital. As an Alliance, we share a structure composed of a single Board of Directors, management team and Mission, Vision & Values. Services and programs are dispersed across our two communities. LWHA is committed to continuous quality improvement, delivering high quality and patient-centred care.

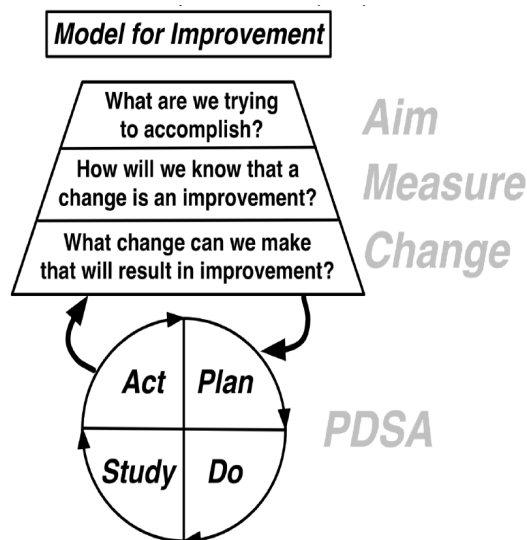


LWHA's strategic plan articulates the organizational mission; including cultivating a sustainable and resilient environment that is here for future generations, cultivating quality care that is patient centered, timely, efficient, effective, equitable and safe, cultivating a workplace that nurtures individual and collective potential, as well as cultivating partnerships to offer a seamless patient experience. These mission statements represent the quadruple aim of healthcare and are supported by our organizational values of respect, teamwork, communication, professionalism and compassion/caring.

The 2022-23 Quality Improvement Plan (QIP) is a documented plan to facilitate achievement of the vision of LWHA and aligns with our strategic priorities. The indicators, targets and action plan were discussed and developed by LWHA leadership, staff, physicians, board members and patients/families.

2022-23 Quality Improvement Plan

LWHA is committed to a focus on two indicators for the upcoming Quality Improvement Plan. LWHA utilizes the Model for Improvement to drive quality within the organization.



Langley, Nolan, Nolan, Norman, Provost;
The Improvement Guide, 1996

Indicator #1

Aim Statement: To implement one Mental Health initiative to strengthen and support the mental health and well-being of LWHA employees by March 31, 2023.

Lead: Pauline Daugherty

Senior Sponsor: Rhonda Scheeringa

Change Ideas:

1. Assessment of staff mental health current state to be completed by March 31, 2022 (this fiscal) will determine focus of initiative.
2. Investigate workplace mental health best practice standards
3. Investigate current demographic preferences for access/usage - initiative to be focused on staff need. Consider mental health app focusing on relaxation strategies
4. Consistent with Bill 27 Working for Workers Act, develop and provide every employee with a copy of a Disconnecting from Work policy
5. Increase presentations from Employee Family Assistance Program (EFAP) Provider based on specific to trends
6. Develop a one-page resource tool for all staff outlining Mental Health supports available both inside and outside of work
7. Consider mental health self-assessment tool for staff to develop self-care strategies
8. Education of all staff

Indicator #2

Aim Statement: Implementation of integrated cross-site (vendor name) large volume syringe pumps where 100% pumps are replaced and 100% of nurses are trained by March 31, 2023.

Lead: Sheri DiGiovanni, Jennifer Henry and Zak Ashley

Senior Sponsor: Barb Major-McEwan and Justine Leslie

Change Ideas:

1. Secure Vendor RFP (request for proposal)
2. Educate nursing staff on Pumps
3. Educate Pharmacy Techs, Pharmacists, Anesthesiologists, Clinical Informatics, Information Technology, etc. on Pumps, Pump Library and Network
4. Consider Safe Medications Committee Education on Pump order entry
5. Review Pump Library
6. Sustainability of Pump Library Maintenance
7. Review facilities and network infrastructure to support implementation.

Quality Improvement Plan Sign-off

I have reviewed and approved Listowel Wingham Hospitals Alliance Quality Improvement Plan.

LWHA Board Chair Dale Gilchrist Mar. 30/22
Dale Gilchrist Date

Chief Executive Officer Karl Ellis Mar. 30/22
Karl Ellis Date

References

Bodenheimer T, Sinsky C. (2014). From triple to quadruple aim: care of the patient requires care of the provider. *Ann Fam Med.* 12:573-76.

Health Quality Ontario. (2017). Ontario's Patient Engagement Framework. Toronto: Queen's Printer for Ontario.

Langley, G., Moen, R., Nolan, K., Nolan, T., Norman, C., Provost, L. (2009). *The Improvement Guide: a practical approach to enhancing organizational performance*, 2nd edition. San Francisco, California, Jossey-Bass Publishers.

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