

Let's Make Healthy Change Happen.



Listowel Wingham Hospitals Alliance: 2023-24 Quality Improvement Plan

Enriching Life's Journey Together

VISION



Cultivating
QUALITY CARE
that is
patient centred,
timely, efficient,
effective,
equitable
and safe.

Cultivating a
sustainable
and resilient
ENVIRONMENT
that is here
for future
generations.



Cultivating a
WORKPLACE
that **nurtures**
individual
and collective
potential.

Cultivating
PARTNERSHIPS
to offer a
seamless
patient
experience.

VALUES

Respect
Teamwork
Communication
Professionalism
Compassion/Caring

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 2023-24 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.

Patient/Client/Resident Partnering and Relations

LWHA values the input provided from our patients and families utilizing hospital services. Methods of patient and family engagement include in-house patient experience surveys in both paper and electronic formats, committee participation, the Patient Partner Council, and by engaging patients and families through face-to-face interactions, telephone and email exchange on change processes within the organization. Patient and family feedback allows LWHA to identify issues and develop improvement opportunities to support the patient experience. LWHA views patients as partners and promotes all staff to engage patients in everyday activities, including service planning and quality improvement. Partnerships between patients, families and health care providers are mutually beneficial and rewarding. Patient engagement education is incorporated into orientation. Patient stories are shared through re-telling at a variety of committees and Quality Teams, meetings, and forums to bring the patient perspective to our decision making. Partnering with patients and their loved ones supports a common understanding of their experiences, preferences, and needs, and how to respond to them. Patient Partner Council, a volunteer advisory committee, meets frequently to hear patient and family perspectives while enhancing the principles of Patient and Family Centered Care.

At LWHA, incorporating patient and family involvement and feedback in decision making, quality initiatives, organizational design, and policymaking allow for co-design of services that are tailored to our patient populations, leading to the best possible outcomes. Patient

engagement is known to contribute to improvements in quality and patient safety, to drive practices that will change health care systems in order to enrich life's journey together.

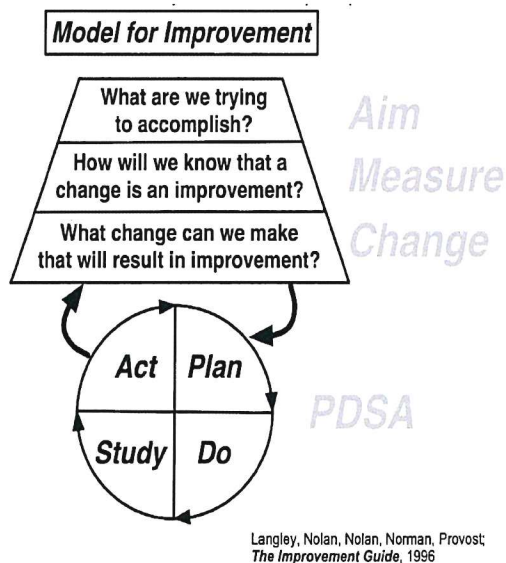
The Patient Partner Council developed the patient feedback indicator for the 2023-24 QIP based on recent a patient satisfaction survey refresh. The Patient Partners identified opportunities with data revision and survey response collection strategies, leading to the development of change ideas to support the aim of increased patient satisfaction survey results.

Executive Compensation

At Listowel Wingham Hospitals Alliance, no executive compensation (pay-per-performance) is tied to the achievement of targets outlined in our 2023-24 QIP.

Indicators

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



Indicator #1 – Clinical Services

Aim Statement: To obtain patient feedback by receiving 98 completed Patient Satisfaction Survey responses monthly, using paper or electronic methods, through until March 31, 2024. Monthly targets: LMH 45, WDH 53

Lead: Patient Experience Coordinator
Senior Sponsor: VP Clinical Services & Quality

- Change Ideas:**
1. Develop a process for the collection of emails at patient registration.

2. Develop a strategy for the use of patient emails for patient surveys, including inclusion criteria.
3. Create a “Data Dashboard” for survey results for departmental review.
4. Departments to monitor survey results (at quality team meetings) against targets and review feedback for improvement opportunities.

Indicator #2 – Human Resources

Aim Statement: To promote psychological health and safety within the workplace and recognizing the need for individual self-care by educating 80% of current staff and 100% new hires during orientation on self-awareness, resiliency and psychological safety, performed by an external provider by March 31, 2024.

Lead: Occupational Health Coordinator

Senior Sponsor: Vice President of Human Resources

Change Ideas:

1. Develop and implement an educational strategy for the organization to support self-awareness, resiliency, and psychological safety.
2. Promotion of self-assessment and self-care resources available to staff through hospital resourcing.

Indicator #3 – Support Services

Aim Statement: To obtain a rating score of 4 (agree) or higher when surveying staff, quarterly until March 31, 2024, on the safety and security of facilities at LWHA.

Lead: Manager of Information Technology

Senior Sponsor: Vice President of Support Services

Change Ideas:

1. Develop a survey evaluating LWHA facility safety and security. Rating scale to be used 1-5, 1 being strongly disagree, 5 being strongly agree. A score of 3 or less will suggest an explanation with potential ideas for improvement.
2. Conduct survey of the facilities for baseline results (March 2023).
3. Conduct survey of the facilities quarterly throughout 2023/24.
4. Review baseline survey results and suggestions for improvement. Develop additional change ideas based on the results. Continue to review survey results each quarter.
5. Develop a communication strategy to inform staff of the facilities safety and security progress.

Quality Improvement Plan Sign-off

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

LWHA Board Chair Jessica Weber
Jessica Weber

March. 29/23
Date

Chief Executive Officer Karl Ellis
Karl Ellis

Mar. 30/23
Date

References

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.

Listowel Wingham Hospitals Alliance. (n.d). Strategic Plan 2019-2023 Retrieved March 20, 2023 from <https://lwha.ca/news/strategic-plan/>