

Continuous Quality Improvement

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Strategic Plan and Quality Priorities

The Yee Hong Centre for Geriatric Care provides and promotes culturally-appropriate services for seniors and caregivers of diverse ethnic backgrounds. Operating 805 long-term care home beds, a wide range of community and home support services and a 10-bed residential hospice, Yee Hong annually serves over 15,000 individuals across the Greater Toronto Area. As a leading organization in providing exceptional senior care, Yee Hong again received accreditation with exemplary standing from Accreditation Canada, valid until 2026.

With a vision of seniors living their lives to the fullest, with independence, health and dignity, Yee Hong offers a continuum of services and care for seniors living in diverse settings. In addition to delivering services, core to Yee Hong's mission is increasing opportunities for seniors everywhere to have access to culturally-sensitive, person-centred services. We do this by supporting other organizations and systems to build their capacity through education, training, consulting, leadership development and research, as well as by advocating for social justice and equal access.

Our four (4) long-term care homes are:

- Yee Hong Centre Scarborough McNicoll
- Yee Hong Ho Lai Oi Wan Centre Markham
- Yee Hong Centre Mississauga
- Yee Hong Centre Scarborough Finch

Quality is embedded in our daily practice and operations. Our values are driven by compassionate care, collaboration and commitment to providing the highest quality of care. As such, Yee Hong is focused on continuous quality improvement at all levels of the organization, which includes having in place extensive processes and reporting to ensure quality and safety. We have an established quality improvement framework which includes evidence-based decision making and best practices.

Continuous Quality Improvement (CQI) Initiative

Despite the challenges the COVID-19 pandemic has presented the long-term care sector, Yee Hong continues to keep our seniors and staff safe. We remain focused on providing exceptional care and high-quality services to ensure our long-term care residents’ diverse and changing needs are met. Yee Hong continues to exceed the Ontario average in important measures of resident health and wellness. Nearly 72% of Yee Hong’s residents are over 85 years old, compared to the Ontario Long-Term Care Home average of 55%. Although Yee Hong’s performance was better than the provincial averages (Chart 1) in all seven benchmarks, we strive for continual improvement to elevate residents’ experience to the next level.

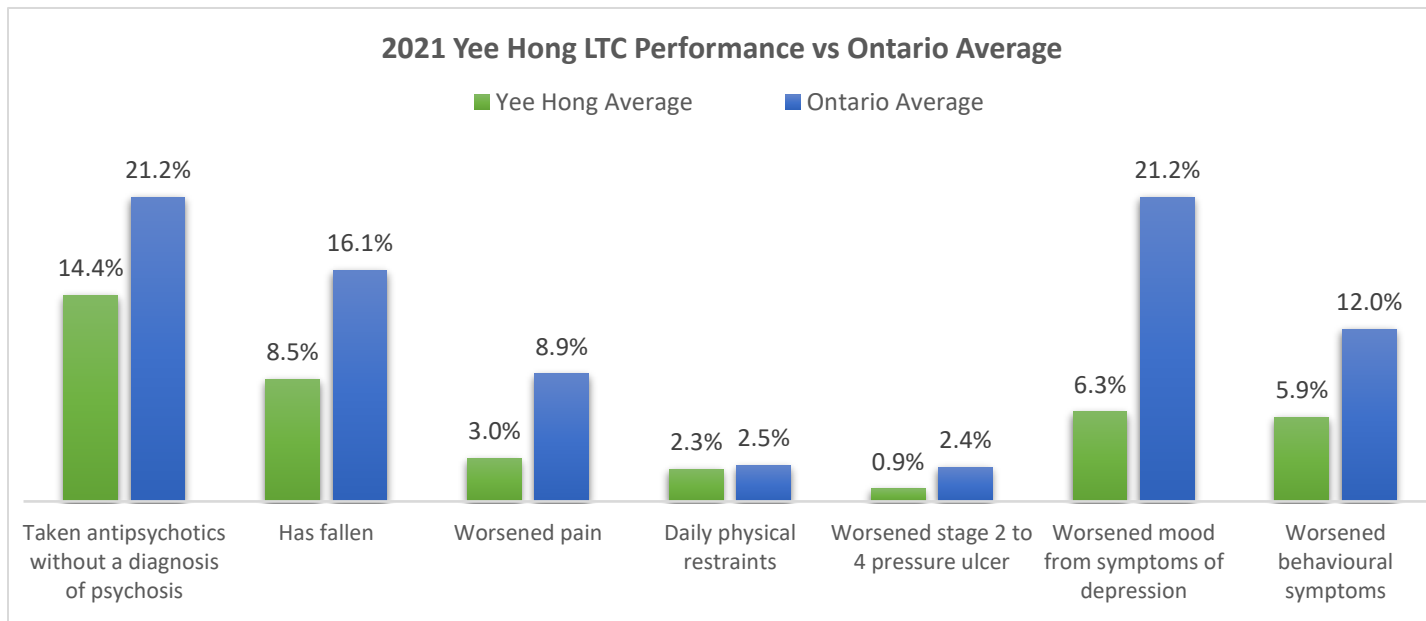


Chart 1

What do these numbers mean? These benchmarks are performance targets that organizations like Yee Hong can aim to achieve, and they represent good resident outcomes and high-quality care. Yee Hong continues to innovate our service delivery, staff training and technology to improve our quality of care and enhance resident wellness in our Centres. This action plan ensures that we exceed these markers of excellence year after year and continue to be a leader of exceptional care in the long-term care sector. Yee Hong performs remarkably well in maintaining and elevating quality of life of our residents, as demonstrated by our 3.3 times better performance than the provincial average in “Worsened mood from symptoms of depression.”

Yee Hong is listening. We involve and engage everyone who touches our services to determine quality priorities each year. The first step is to identify potential gaps and opportunities for improvement. We ask our seniors and their families, we monitor our performance continuously, we make data-driven decisions and we are always comparing our practices against our peers in the long-term care sector. When we see areas for improvement, we get to work.

Our various engagement sources and opportunities include:

- Conducting Satisfaction and Experience Surveys with residents, clients, families, caregivers and staff
- Collecting feedback from Residents’ Councils, Families’ Councils and Divisional Quality Councils

- Collaborating with external partners, such as the Ministry of Long-Term Care, Ministry of Health, Ontario Health Teams and local/regional Public Health and Infection Prevention and Control (IPAC) Hubs
- Tracking and analyzing performance data, particularly focusing on areas indicating a performance decline, or where benchmarking against the provincial average suggests improvement is required
- Defining and monitoring internal Key Performance Indicators, audit results and inspection protocols
- Reviewing new legislation and implementing changes to meet legislative and regulatory requirements
- Addressing emergent issues identified internally, such as trends in critical incidents or risk related issues
- Developing annual Quality Improvement Plans and setting home level performance indicators
- Engaging in Enterprise Risk Management reporting and program evaluations
- Developing emergency preparedness and management plans
- Adhering to Accreditation standards and best practices

While each of our four long-term care homes set individual quality priorities specific to the residents in their care, Yee Hong has three overarching quality initiatives in progress as part of our collective goal. These priorities are wound care, preventing falls and enhancing infection prevention and control practices.

1. Wound Care

Wound care management is a team effort involving interdisciplinary expertise. Wound care is an area where Yee Hong continuously exceeds the provincial standards, but we always aim to do better. We achieve quality improvement in this area by continuously analyzing our processes and engaging staff in ongoing education. Our ultimate focus is to prevent pressure ulcers and to achieve optimal wound healing.

2. Improving Falls Prevention Program

Falls are an unfortunate but common occurrence in the long-term care sector. A strong prevention program is key to enhancing the safety and quality of life of residents. As part of our quality improvement initiatives, fall assessment tools and processes are reviewed, evaluated and re-implemented on a regular basis. The percentage of training sessions completed, documentation and fall incidents are all monitored and tracked.

3. Enhancing Infection Prevention and Control (IPAC) practices

With the lifting of provincial pandemic mandates and emergency orders, the spread of COVID-19 is community wide. Long-term care remains on high alert, and it is vital that Yee Hong remains stringent in adhering to IPAC practices. Our sites ensure that all staff receive required IPAC training, including outbreak management. We conduct various audits on a daily, weekly and monthly basis, including hand hygiene, personal protective equipment and environmental audits. Audit results are reviewed regularly to identify areas of improvement.

Communication

Our quality improvement plans are shared and disseminated through several channels, including:

- Postings on unit quality boards, bulletin boards and electronic kiosks in communal areas and staff lounges
- Presentations at staff meetings, CEO townhalls, and various Council and Committee meetings
- Newsletters and direct emails to residents, families, staff and other stakeholders
- Open communication with Home Management and Leadership Teams

- External website, employee Intranet, CEO memos and Board updates
- Staff floor and department meetings, huddles at shift change
- Handouts and 1:1 communication with residents, virtual conferences with family members

Yee Hong also has multiple interdisciplinary committees to ensure a continued high quality of care and services provided to residents, including:

- Divisional Quality Committee
- Corporate Infection Prevention and Control Committee
- Clinical Practice Committee
- Ethics Committee
- Corporate Quality Committee
- Board Quality Committee
- Joint Occupational Health and Safety Committee
- Dietary Cabinet
- Social Services Cabinet
- Facility Cabinet

High quality care is the outcome we aim for as part of Yee Hong's vision, mission and values. Further information and updates about continuous quality improvement will be provided as they become available. Yee Hong families know we are committed to the highest quality of services and care. We strive to improve quality by committing to quality processes, services and outcomes for our seniors and community.