

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

February 21, 2023



OVERVIEW

Georgian Bay General Hospital (GBGH) is a community hospital, serving the North Simcoe area including Midland, Penetanguishene, Tay Township, Tiny Township and Christian Island, as well as southern Georgian Bay Township and northern Springwater Township. The population base of this area is approximately 55,000 and swells to more than 200,000 for six months of the year due to tourism and seasonal residents.

In addition to serving a large seasonal population, throughout the year GBGH also serves a large Francophone and Indigenous community which is an important role for our hospital.

GBGH's top priority is to provide safe, high-quality patient-centred care, as demonstrated by our Accreditation Canada survey result of Exemplary Standing in 2019.

As a consistently high-performing hospital, GBGH continues to drive measurable results supporting top quality care and outcomes. With an unrelenting focus on safety, we use evidence-based practices, processes and resources wisely and are guided by an ethical decision-making framework. GBGH continues to monitor progress and publicly report on our performance to demonstrate accountability, a commitment to transparency and continuous quality improvement.

GBGH's annual Quality Improvement Plan (QIP) represents our formal, public commitment to continually improving the quality and safety of the care our hospital provides. The QIP and our hospital's strategic plan are designed to be mutually reinforcing. Each of the quality improvement initiatives that comprise the Quality

Improvement Plan contribute to our organization's overall strategy and support at least one of our three strategic themes - Engagement and Inclusiveness, Quality and Safety, and Accountability and Sustainability.

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

To ensure the safety of our patients, workers, and volunteers, we made the difficult decision to pause on-site volunteer activities during most of the pandemic and are slowly welcoming them back. We continue to strengthen our Patient and Family Advisor pool who have remained steadfast partners for us.

Our mission is to improve the health of the communities we serve and our vision is exceptional care, every person, every time. We know we cannot deliver on those without the valued input of our Patient and Family Advisors.

PROVIDER EXPERIENCE

Not unlike hospitals across the nation, GBGH's staff have felt the impact of COVID-19 both professionally and personally. The Executive Team and Foundation has an unwavering commitment to ensuring workers feel valued and supported during the last two years. Leveraging relationships with local vendors and community partners, various events of gratitude have occurred.

Each year, GBGH's Wellness Committee organizes a Team Appreciation Week in June to celebrate our staff, professional staff and volunteers. This includes meals, events, guest speakers, entertainment, classes and gifts.

Throughout the year, leaders are invited to submit news about their team's celebratory and/or awareness day/week/month (i.e. Lab Week, Physiotherapy Month) for inclusion in the internal staff newsletter.

GBGH created a new peer to peer recognition initiative called "Kudos to the Crew", through which team members can send e-cards to their colleagues to recognize them for their work/support/comradery.

GBGH has also developed a line of spirit wear (shirts, jackets, hats) for team members to show their pride working at the hospital.

GBGH has also featured stories of staff who've gone above and beyond their role in a regular feature called 'Staff Spotlight'. These are included in the newsletter, washroom poster holders and screensavers.

Each year, we also celebrate staff and credentialed staff for their Years of Service. In lieu of no longer having our Awards Dinner since pre-pandemic, we have developed an electronic campaign to highlight our team members for their commitment to the hospital.

WORKPLACE VIOLENCE PREVENTION

At GBGH we are committed to engaging and supporting our staff, credentialed staff, volunteers, and students in achieving their best through a healthy and respectful workplace. GBGH recognizes the potential for violence in the workplace and is committed to taking every precaution reasonable in the circumstances to identify then minimize or eliminate potential sources of this risk.

Our workplace violence prevention program provides a framework for consistent identification, reporting, response, documentation, investigation, control, follow-up, and education regarding all acts of, attempted acts of and threats of violence and harassment in the workplace.

GBGH has upgraded its security camera system to ensure better coverage in all areas of the building, as well as more detailed footage to assist in reviewing incidents.

To measure the effectiveness of workplace violence prevention, worker incident statistics are gathered by Occupational Health and Safety and shared with Senior Leadership Team and Board of Directors.

PATIENT SAFETY

At GBGH patient safety is a top priority. We promote a culture of safety that safeguards patients from harm including encouraging reporting of incidents and reviewing critical incidents to look for opportunities and recommendations. Our Patient Safety Plan integrates people, policies and procedures with comprehensive program initiatives designed to achieve our goals for patient safety. Our Patient Safety Plan aligned with quality improvement plans are grounded in our mission, vision and values.

Our patient safety objectives are:

- Deliver high quality, safe care always
- Engage staff and patients in safety work at all levels in the organization
- Promote a culture of patient safety
- Build processes and education that improve our capacity to identify and address patient safety issues
- Educate staff and patients about the programs and initiatives that aim to improve patient safety and prevent harm

Guiding principles of our patient safety program are:

Value the perspectives and vital contributions of all employees, professional staff, volunteers and the public in their role in patient safety; Create learning environments that promote innovation in quality improvement; Advance learning and research that enhances patient care; Be transparent in all organizational processes; Honour our core values.

HEALTH EQUITY

Engagement & Inclusiveness is part of GBGH's Strategic Direction

- We are an organization of choice for talented people
- We are engaged with our patients and their families
- We build collaborative partnerships and integration opportunities to improve patient experience and outcomes
- We respect the diversity of the people we serve, including our Indigenous and Francophone communities

GBGH supports a culture of equity and inclusion where people feel safe, and valued, and can be their true authentic and genuine self. GBGH is committed to increasing awareness of Diversity, Equity, Inclusion and Belonging (DEIB) and creating a space where everyone feels safe and that they belong.

EXECUTIVE COMPENSATION

GBGH's Board of Directors is committed to strengthening the accountability of the hospital as an organization receiving valuable public funds. Regularly we report publicly on key performance indicators and, annually we develop personal accountability agreements. GBGH leaders are held accountable for performance on strategic initiatives include quality, patient experience and sustainability focused metrics. Each member of GBGH's executive team is evaluated on their ability to meet a wide range of performance targets. A portion of their compensation is directly linked to the achievement.

CONTACT INFORMATION

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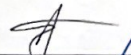
OTHER

n/a

SIGN-OFF

It is recommended that the following individuals review and sign-off on your organization's Quality Improvement Plan (where applicable):

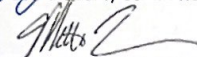
I have reviewed and approved our organization's Quality Improvement Plan on



Board Chair



Board Quality Committee Chair



Chief Executive Officer

Other leadership as appropriate