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Hospital Stays Focused On Patient Safety and Quality Care Campbellford Memorial Hospital Introduces New Quality Improvement Plan

Campbellford Memorial Hospital Board of Directors approved a new Quality Improvement Plan for the hospital at its meeting March 7. As part of the Ontario Ministry of Health and Long-Term Care's Excellent Care for All Act, 2010, all Ontario hospitals are required to have quality improvement plans.

"CMH is a small rural hospital that is proud of its on-going focus on continuous quality improvement initiatives that ensure our patients receive the best care possible, safely and with positive outcomes. Providing safe, quality patient care requires dedication and vigilance, each and every day of the year. We have a dedicated professional team that continuously monitors the standards we set and the progress we make in the relief of illness, pain and suffering. For example, one of the cornerstones of patient safety is good hand hygiene. As shown by our recent Employee Experience Survey results, 100% of respondents said the hospital promotes staff hand washing," says Brad Hilker, President and CEO for CMH.

For fiscal 2013/14, CMH aims to focus on the following areas as part of its Quality Improvement Plan:

- **Safety:** To ensure the hospital has 100% compliance to its Antibiotic Stewardship Program which reduces the chances of patients getting hospital acquired Clostridium Difficile (c-Diff) diseases. Introduced in 2008, CMH's Antibiotic Stewardship Program is about having medical personnel at the hospital find reasonable alternatives to and discourage the use of those antibiotics most typically associated with the presence of C. diff and most likely prescribed to treat pneumonia.
- **Effectiveness:** To improve the hospital's financial health and to maintain a balanced budget including finding new revenue sources and reassigning staff to areas of the hospital where they support is needed most.
- **Access:** To reduce the CMH's wait time in the Emergency Department to the 90th percentile (4 hours) for length of stay for non-complex patients or minor uncomplicated patients. To help meet this goal, the hospital has recently hired Beth Van Dusen, a Nurse Practitioner who is working in the ED to support less urgent patients.
- **Patient-Centred:** To improve acute care patient experiences to strive to meet the results of high performing hospitals in Ontario by improving the discharge process. To ensure patients return to their homes and the community safely, the hospital is putting together a Discharge Team including a pharmacist, dietician, Community Care Access Centre representative, and a physiotherapist to ensure patients and their families have the documents and support they need including medication management, dietary counseling, community support and daily activity.

Preserving

- Integration: To measure and monitor the number of patients with a diagnosis of palliative who have been assessed daily for Palliative Performance Score (PPS). This score is a way of measuring the progressive decline of a palliative patient to make sure they get the right level of care close to home in the right place. The hospital is partnering with Community Care Access Centre, Trent Hills Family Health Team, Community Care Northumberland, and Bridge Hospice to provide a “wrap around” service to provide the best support for people who are approaching end of life.

QUICK FACTS:

The CMH Board of Directors approves a Quality Improvement Plan (QIP) for the hospital each fiscal year and measures its progress against specific measures and targets each quarter. More information on the hospital’s quality performance and reporting can be found at www.cmh.ca.

Quality improvement plans (QIPs) are an opportunity for organizations to focus on how and what to improve, in the name of better patient-focused care. Overall, a QIP should be seen as a tool, providing a structured format and common language that focuses an organization on change. The QIP drives change by formalizing a plan and facilitating shared dialogue to support continuous quality improvement processes.

Quality improvement plans are legislative requirements. The *Excellent Care For All Act*, fosters a culture of continuous quality improvement in health care, where the needs of patients come first. The Excellent Care for All Act requires that every year, health care organizations develop a Quality Improvement Plan for the following fiscal year and make that plan available to the public.

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