

## 2019/20 Quality Improvement Plan (QIP) Glossary of Terms

This glossary provides a description of the North Simcoe Muskoka Local Health Integration Networks (LHIN) working terminology referenced in the 2019/20 Quality Improvement Plan (QIP).

### Accreditation Canada

Accreditation Canada is a not-for-profit organization, and surveying body, that is dedicated to working with patients, policy makers and the public to improve the quality of health and social services for all. Accreditation is an ongoing process of assessing health and social services organizations against standards of excellence to identify what is being done well and what needs to be improved.

### Care Coordinator

LHIN Care Coordinators are regulated health professionals who work directly with patients in hospitals, doctors' offices, communities, schools, and at home. Care Coordinators work in partnership with community agencies, arranging in-home and community supports and connecting patients, caregivers, and families to resources in the community.

### Caregiver Voice Survey

The Caregiver Voice Survey is a patient and caregiver experience survey that is conducted on a quarterly basis, on behalf of the LHIN, by an independent third-party organization. This survey was created to capture the experience of care received by the caregiver and the patient in their last three months of life.

### Chronic Obstructive Pulmonary Disease (COPD)

COPD is a group of lung diseases that block airflow and make breathing difficult. Emphysema and chronic bronchitis are the two most common COPD conditions.

### Congestive Heart Failure (CHF)

CHF is a chronic progressive condition that affects the pumping power of the heart muscles. CHF specifically refers to the stage in which fluid builds up around the heart causing it to pump inefficiently.

## **Client and Caregiver Experience Evaluation (CCEE)**

The CCEE is a survey that is conducted on a quarterly basis, on behalf of the LHIN, by an independent third-party organization for each of the 14 LHINs. Patients and caregivers are asked to rate their Home and Community Care experiences related to the LHIN and our service provider organizations.

## **Coordinated Care Plan (CCP)**

A coordinated care plan is created by our Home and Community Care team in collaboration with patients, their families, caregivers, and care providers to promote a common understanding of the patient's health-related conditions, goals of care, and preferred strategies to achieve identified care goals.

## **Detection of Indicators and Vulnerabilities for Emergency Room Trips (DIVERT)**

The DIVERT Scale is a tool within the interRAI assessment instrument (see Resident Assessment Instrument below), and is designed to classify the risk of emergency department use in frail community-dwelling older adults.

## **Emergency Department Notification (E-notification)**

LHINs have agreements with their local hospitals to allow for the integration of the hospital's patient information system and the LHIN's client health record information system (CHRIS). This integration enables LHINs to be notified of active Home and Community Care patients who are admitted or discharged from hospital.

## **Family-Managed Home Care**

Family-Managed Home Care is a new model for home care delivery in Ontario that is available in each LHIN. Family-Managed Home Care is intended to provide more control over care to eligible clients and families. Through the program, eligible clients, or their substitute decision-makers, will receive funding that they can use to purchase home care services or employ care providers. Clients or substitute decision-makers are responsible for managing their care providers and reporting to the LHIN.

## **Hospital Readmission**

This indicator includes LHIN patients who have experienced an unplanned readmission to a hospital within 30 days of being discharged home from hospital.

## **Hypertension**

Hypertension, also known as high blood pressure (HBP), is a long-term medical condition in which the blood pressure in the arteries is persistently elevated.

## **Independent Double Check (IDC)**

An independent double-check (IDC) of a high-alert medication is a procedure in which two clinicians separately check and compare each component of prescribing, dispensing, and verifying the high-alert medication before administering it to the patient.

## **A “Fair and Just” Culture**

A "Fair and Just Culture" supports learning from patient safety events as a way to prevent future errors. It requires an atmosphere of trust in which people are encouraged and rewarded for reporting and providing safety information, but in which there is also clarity about accountability for acceptable and unacceptable behaviour (Reason, 1997).

## **Medical Assistance in Dying (MAID)**

MAID is a medical procedure that involves the administration of medications to intentionally and safely end the life of an adult patient who meets strict legal criteria, at the request of the patient.

## **Medication Reconciliation**

Medication reconciliation is a formal process in which healthcare providers partner with patients and their families to ensure accurate and complete medication information at time of transitions. This includes admission and discharge from a hospital or changes in care settings, services, or levels of care.

## **Near Miss Event**

A patient safety incident that did not reach the patient and did not result in harm, but had the potential to do so, and did not occur due to timely recognition and intervention by the health care team.

## **Ontario Palliative Care Network (OCPN)**

A partnership of community stakeholders, health service providers, and health systems planners funded by the Ministry of Health and Long-Term Care to help deliver on Ontario's commitment to palliative care.

## **Ontario Telemedicine Network (OTN)**

OTN uses two-way videoconferencing to provide access to care for patients in every hospital and hundreds of other health care locations across the province. In addition to clinical care, OTN facilitates the delivery of distance education and meetings for health care professionals and patients.

## **Patient Family Advisory Council (PFAC)**

The PFAC is a forum for dialogue among community members as they advise the LHIN on issues related to health system goals and objectives. The committee offers system-level advice and guidance to support planning, providing LHIN staff and the Board of Directors with important input and perspective as community residents, clients, and caregivers with varied experiences in the local health care system.

## **Patient Safety Culture Tool (PSCT)**

The Patient Safety Culture Tool is a survey administered to our staff to measure their perception of the patient safety culture within the organization and opportunities for improvement.

## **Rapid Response Nurse (RRN)**

RRNs are staff members of the LHIN. RRNs help to ensure patients effectively transition from acute to home care, by providing the first in-home nursing visit within 24 hours from hospital discharge for frail adults and seniors with complex needs and/or high-risk characteristics.

## **Resident Assessment Instrument (InterRAI)**

InterRAI is a reliable, person-centered assessment instrument that informs and guides comprehensive care and service planning. The InterRAI assessment is completed by a LHIN Care Coordinator with the patient during a home visit or during a patient's hospital admission.

## **Service Provider Organization (SPO)**

SPOs are agencies that have a contract with North Simcoe Muskoka LHIN to provide patient care.

## **Telehomecare Program**

The Telehomecare program supports patients diagnosed with Congestive Heart Failure (CHF) and/or Chronic Obstructive Pulmonary Disease (COPD) by connecting them to a LHIN Telehomecare nurse (RN), who provides health coaching and remote monitoring.

## **Unplanned Emergency Department Visits**

This indicator includes LHIN patients who have experienced an unexpected visit to a hospital emergency department within 30 days of discharge from a hospital.

## **Worklife Pulse Tool**

The Worklife Pulse Tool is a survey administered to our employees and measures their perceptions of key work life factors within the organization.