

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 15, 2025



OVERVIEW

At Maple Manor Nursing Home, we are committed to continuously improving the quality of care we provide to our residents. We believe that healthcare should not only be effective but also compassionate and accessible to all. In pursuit of this goal, we are focused on implementing several key initiatives aimed at enhancing patient outcomes, improving safety, and increasing satisfaction. One of our proudest achievements has been the successful integration of a person centered admission assessment, which empowers individuals to actively participate in their care plans and fosters a collaborative relationship between patients and healthcare providers. Through our Quality Improvement Plan (QIP), we aim to build on this foundation by addressing areas such as building more best practice assessments, enhancing care coordination, leveraging technology to streamline processes. Our work is guided by a shared vision of creating a healthcare environment where every patient receives the highest standard of care, and we are committed to making measurable improvements that will positively impact the lives of those we serve.

ACCESS AND FLOW

We recognize the challenges faced last year with hospital transfers and the impact they had on our residents and their families. We are committed to improving this process and ensuring that residents have timely access to the right care in the right place, reducing unnecessary transfers to hospitals. To address these challenges, we have identified education as a key strategy for improvement in the coming year.

By equipping our staff with the knowledge and skills to proactively manage care needs, we aim to reduce hospital transfers and ensure

that our residents receive appropriate care within our facility. Education will be focused on leading practices for managing chronic conditions, recognizing early signs of deterioration, and improving communication between healthcare providers. Additionally, staff will be trained to better coordinate care with primary care providers, community services, and hospital teams to facilitate smoother transitions when transfers are necessary.

We will also emphasize the importance of person-centered care in reducing avoidable hospitalizations. By educating our team on best practices in personalized care planning and early intervention, we can better meet the needs of our residents and prevent unnecessary emergency department visits. Through these efforts, we aim to not only enhance the quality of care but also improve patient outcomes and experiences.

As part of our Quality Improvement Plan (QIP), we are focused on creating a culture of learning and continuous improvement, where education and collaboration across sectors drive better health outcomes for our residents and minimize hospital transfers.

EQUITY AND INDIGENOUS HEALTH

We are deeply committed to advancing health equity and improving Indigenous health through targeted quality improvement initiatives. Our approach is built on creating an inclusive and culturally safe environment for all residents, with a focus on Indigenous populations.

As part of our quality improvement efforts, we have developed a comprehensive workplan that integrates key elements of the Ontario Health's First Nations, Inuit, Métis, and Urban Indigenous

Health Framework. This includes enhancing our cultural competency through mandatory training for staff, ensuring that all healthcare providers are equipped to deliver care that is respectful, sensitive, and informed by Indigenous perspectives and traditions.

Additionally, we are committed to implementing an Equity, Inclusion, Diversity, and Antiracism workplan, which focuses on reducing barriers to care for underserved populations, including those who experience significant social determinants of health. This workplan will focus on increasing access to services, promoting inclusion, and ensuring that all individuals, regardless of their background, feel valued and supported in their care.

We are also aiming to work closely with Indigenous community leaders and organizations to co-develop initiatives that address the specific health needs and priorities of Indigenous populations. By fostering partnerships, promoting education, and addressing systemic barriers, our goal is to improve health outcomes, enhance the patient experience, and ensure that cultural safety is embedded throughout the care process. Through these sustained efforts, we strive to create an equitable healthcare system that is inclusive and accessible to all.

PATIENT/CLIENT/RESIDENT EXPERIENCE

We are committed to continuously improving the quality of care we provide by actively listening to the feedback of our residents, families, and staff. We recognize that experience surveys and other forms of feedback are vital in identifying areas for improvement and ensuring that the care we deliver meets the needs of those we serve.

We discuss at Quality Improvement Meetings quarterly any improvements and gaps we have noticed in the home with looking at audits, trends, complaints, inspection results and having open conversation as a multidisciplinary team with family council representative and resident council representative as well.

PROVIDER EXPERIENCE

We are committed to continuous learning and career growth. Our organization provides staff with access to training, certification, and career advancement opportunities. We are also introducing mentorship programs to help new staff integrate and grow within our organization. We are finding that we are increasingly hiring students that did their placement at our organization and they transfer well into employees with our great preceptors in the home advocating and promoting them to apply to the facility.

We recognize that a healthy workforce is essential for providing the best care. As part of our efforts to enhance staff experience, we have an employee assistance program that helps support wellness and access to counseling services. We like to host a yearly wellness day where staff learn about different wellness areas from nutrition, physically and mental health.

Regular recognition of staff achievements is a cornerstone of our retention strategy. We celebrate milestones such as work anniversaries, certifications, and personalized acknowledgments. This not only motivates staff but also fosters a sense of pride and belonging.

In conclusion, our organization is deeply committed to building a supportive and fulfilling work environment for our staff, which we believe is key to improving recruitment and retention. We look forward to continuing these efforts and creating a workplace where our team members feel valued, engaged, and empowered to do their best work.

SAFETY

At Maple Manor, we prioritize creating and sustaining a culture of safety that is integral to providing high-quality care and preventing

safety incidents. Establishing a Culture of Safety begins with a strong leadership, open communication, and a commitment to continuous improvement. As part of our initiative, we are actively fostering a non-punitive environment where staff at all levels are encouraged to report safety concerns, near misses and adverse events. We've implemented care rounds where staff can discuss incidents or potential hazards and collaborate on solutions to better resident care and outcomes. This open communication process is vital in identifying risks before they lead to resident harm. We also discuss weekly at leadership clinical meetings the gaps and resident cases that need our attention to help support safety in our home.

We have embraced the holistic approach outlined in the Rethinking Patient Safety report by Healthcare Excellence, which encourages healthcare organizations to view patient safety from multiple dimensions. This approach not only focuses on traditional safety mechanisms but also emphasizes patient engagement, the well-being of staff, and the creation of resilient systems. We are enhancing our resident and family engagement strategies, ensuring that they are active partners in their own care. This includes involving residents and families in safety planning and encouraging them to speak up when they notice concerns. We are looking at strengthening our data collection and analysis systems to track safety incidents, trends and risk areas. To make us better equipped to identify patterns and implement preventative strategies. Our focus is to complete more internal audits, staff and residents satisfaction surveys, and safety performance indicators.

In conclusion, our organization's commitment to resident safety is foundational to our quality improvement efforts. We aim to minimize harm and create a resilient, safety-first culture that

benefits both residents and staff alike.

PALLIATIVE CARE

We are committed to providing high quality palliative care that aligns with the Ontario Palliative Care Network's model of care recommendations and the Ontario Health Quality Standard for Palliative Care. Our approach focuses on organizational readiness, staff competency, resident and care partner engagement, and comprehensive processes that support palliative care delivery.

We recently had an assessment completed of our Palliative care that is provided in the home to have strengths and gaps identified to help lead in education needs for our staff. During the assessment there was discussion of early integration of palliative care and goals of care discussions needing attention. We currently have a standardized palliative care screening tool to identify residents early in their disease progression that may trigger palliative care conversations to start. The goal is to review with resident and families where in the assessment we are and initiate conversations about advanced care planning and goals of care discussions in timely and sensitive manner. Our organization values the role of families/care partners in the palliative care journey. Ensuring that care plans are tailored to the needs and preferences of both residents and their loved ones, fostering a holistic approach to care.

We have a very active Palliative Care Committee in the home who have enhanced our palliative care initiatives throughout the years. They help ensure that we meet the standard of care, enhancing the experience and outcomes for residents and families receiving palliative care.

POPULATION HEALTH MANAGEMENT

We recognize that effective population health management requires a comprehensive and coordinated approach that incorporates diverse perspectives, including those of non-traditional health partners.

In partnership with individuals with lived experience, caregivers, and community stakeholders, we are designing proactive, integrated, and person-centered solutions that meet the unique needs of those along the continuum of care. This collaborative approach ensures that the solutions we develop are relevant, equitable, and effective, addressing the full range of needs, from preventive care to specialized interventions. We are also focusing on equitable care delivery, which will eliminate barriers to access and ensure that vulnerable populations receive the support they need. Additionally, our collaborative approach allows us to design cost-effective strategies that optimize resources while improving health outcomes for the community. Working with our local hospital to reduce hospitalizations and being able to care for residents in their home at Maple Manor will help with providing right care at the right time.

CONTACT INFORMATION/DESIGNATED LEAD

We welcome opportunities to connect with other organizations and the public to share insights, best practices, and learn from one another. If anyone is interested in learning more about Maple Manor's quality improvement plan please reach out.

Contact Information:

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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 **March 31, 2025**

Andre Kaniuk, Board Chair / Licensee or delegate

Ashley Millen, Administrator /Executive Director

Ashley Millen, Quality Committee Chair or delegate

Margot Prentice, Other leadership as appropriate
