

Quality Improvement Plan (QIP)
**Narrative for Health Care
Organizations in Ontario**

March 17, 2023



OVERVIEW

Knollcrest Lodge is a charitable, not-for-profit long term care home located within a rural area of Perth East Region in Ontario. We are home to 80 residents as well as 12 independent senior-living life lease units.

Our Vision is to be an excellent service provider that covers a full range of housing, care, and lifestyle options. Our Mission is to provide care with dignity and privacy in secure, comfortable surroundings, respecting the Resident's choices in regards to physical, psychological, social, spiritual and cultural needs.

Inspired by the satisfaction of those we serve, we continue to look for excellence in high quality care and partnerships guided by best practice in a dynamic and innovative environment and continue to be committed to relentless improvement.

Collectively with the Alzheimer Society Perth, Alzheimer Society Huron, Clinton Family Health Team, Huron Perth Healthcare Alliance (HPHA), North Perth Family Health Team, and West Perth Village (previously called Ritz Lutheran Villa/Mitchell Nursing Home), we will renew our accreditation status through the next year with the goal to align processes and practices across our organizations to improve our services.

At the Home level, we continue to focus on approaching the benchmarks for quality indicators in which we have not met and to maintain our current status in areas in which the provincial average or benchmark is met or surpassed.

REFLECTIONS SINCE YOUR LAST QIP SUBMISSION

Due to the disruption of the recent pandemic, competing priorities have changed some of the programs and services that we provide. Our goal is to return to our pre-pandemic level of health care services for the surrounding community.

PATIENT/CLIENT/RESIDENT ENGAGEMENT AND PARTNERING

As a team, we utilize surveys, council and committee meetings, and other formal and informal discussions to gain insight from our residents, their families, staff, board members and other partners to identify areas for improvement.

PROVIDER EXPERIENCE

The long term care sector is facing many challenges at this moment in time. Fiscal budgets, rising overhead costs, staffing availability, meeting new requirements in the 'Fixing Long Term Care Act' and infection control are a few of the challenges to be mentioned.

WORKPLACE VIOLENCE PREVENTION

Knollcrest Lodge promotes the values of respect, teamwork, and responsibility which are cornerstones to promoting staff safety and preventing workplace violence within the workplace.

Ongoing education and training is provided to all employees.

Our policy and procedure for 'Workplace Violence and Harassment' has recently been reviewed and updated to reflect the homes new process for documenting workplace violence and harassment. We recently implemented PCC's module for Risk Management to capture resident to staff/visitor aggression. As well, changes have been made to the incident/injury investigation form to document all staff and visitor incidents and injuries.

PATIENT SAFETY

All safety incidents are carefully analysed and presented to the respective team members or committees in order to develop change and quality improvement plans.

HEALTH EQUITY

Together we strive to establish an environment of inclusion and collaboration to prioritize the health, safety and well-being of our residents and staff members.

CONTACT INFORMATION/DESIGNATED LEAD

Jackie Yost RN (Director of Resident Care)

Chris McCoy RN (Assistant Director of Care)

Marg Holst RN, RAI C (Quality Lead)

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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

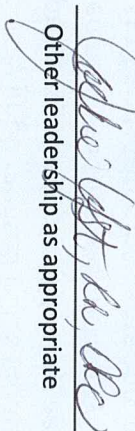


Board Chair / Licensee or delegate

Administrator / Executive Director



Quality Committee Chair or delegate



Other leadership as appropriate