

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 1, 2024



OVERVIEW

Knollcrest Lodge, a charitable, not-for-profit long-term care home situated in a rural area Perth East Region in Ontario, is dedicated to enhancing the quality of care and standards in the Long Term. The home is committed to fostering an environment where every individual receives personalized, compassionate care that respects their dignity and enhances their well-being.

Our vision entails establishing a "Centre of Excellence in Person-Centred Care," aiming to pioneer advancements in the sector and elevate standards to unprecedented levels. To achieve this, Knollcrest Lodge is forging strategic partnerships with esteemed institutions such as the Western University, HPHA, and other healthcare organizations.

These collaborations will lay the foundation for the development and implementation of innovative programs, i.e. Soft Rehabilitation Small House Model of Care and Virtual Compassionate Care to assist with ALC and Emergence Visits to the hospital. By integrating practical experience with theoretical knowledge, our goal is to equip healthcare professionals with the skills and expertise necessary to deliver exceptional care.

Through the synergy of academia, government bodies, and community stakeholders, we envision creating a ground-breaking template for a small house model of care. This template will serve as a blueprint for excellence.

We are committed to pioneering transformative change in person-centred care. Together with our partners and stakeholders, we aim to foster a culture of compassion, innovation, and excellence,

ensuring that every individual can thrive with dignity and respect. We are embarking on this journey to create a brighter, more compassionate future for all.

ACCESS AND FLOW

We prioritize optimizing system capacity, ensuring timely access to care, and improving patient flow to enhance outcomes and the care experience for our residents. Through collaborative efforts with various health service organizations we have implemented several initiatives aimed at minimizing unnecessary hospitalizations and emergency department. Some key improvements supporting access to care in the right place at the right time:

Emphasize close collaboration among our healthcare teams to deliver comprehensive and coordinated care for our residents. Regular interdisciplinary meetings and care planning sessions serve as platforms for seamless communication and decision-making, ensuring that residents' needs are addressed promptly and effectively.

Engage in advanced care planning discussions with residents and their families to gain insights into their preferences, values, and goals of care. By proactively addressing end-of-life care wishes and treatment preferences, we ensure that care delivery aligns with individual desires, thereby reducing the likelihood of unnecessary hospital transfers.

Implemented robust medication management programs to optimize the safe and effective use of medications among our residents. Through regular medication reviews, adherence monitoring, and education initiatives, we mitigate the risk of

adverse drug events and complications that could lead to hospitalization, promoting resident safety and well-being.

Our home maintains a dedicated team of nurses and healthcare aides who provide 24/7 nursing care and support to residents. This continuous presence of skilled healthcare professionals enables prompt assessment and intervention in response to changes in residents' health status, thereby minimizing the need for emergency medical interventions and reducing the likelihood of hospital admissions.

EQUITY AND INDIGENOUS HEALTH

Developing an Equity, Inclusion, Diversity, and Anti-Racism workplan and a First Nations, Inuit, Metis, Urban Indigenous (FNIMUI) work plan in a small Mennonite rural community like Knollcrest Lodge presents a unique opportunity to address systemic barriers, promote diversity, and enhance Indigenous health and cultural safety. By incorporating existing provincial priorities we can ensure alignment with Service Accountability Agreement obligations while driving quality improvement initiatives that advance equity and Indigenous health. Here's how Knollcrest Lodge is approaching these important initiatives:

Equity, Inclusion, Diversity, and Anti-Racism Workplan:

Community Engagement: Engage with local stakeholders, including residents, staff, and community leaders, to understand the specific needs and challenges related to equity, inclusion, and anti-racism in our rural setting.

Policy Review and Development: Review existing policies and

procedures to identify areas for improvement and develop new policies that promote diversity, inclusivity, and anti-racism practices.

Training and Education: Provide ongoing training and education for staff and volunteers on topics such as unconscious bias, cultural competence, and anti-racism strategies to create a more inclusive and respectful environment.

Community Partnerships: Build partnerships with local organizations and agencies to collaborate on initiatives that promote equity, inclusion, and diversity within the broader community.

PATIENT/CLIENT/RESIDENT EXPERIENCE

By collecting insights through resident and family surveys, we can identify areas of strength and opportunities for enhancement, tailor our services to better meet individual needs, and uphold our commitment to person-centered care. Additionally, survey results inform our strategic planning efforts, quality improvement initiatives, and ongoing efforts to deliver exceptional care experiences for all residents and their families at Knollcrest Lodge.

PROVIDER EXPERIENCE

Recruitment and Retention Initiatives Include:

Participation in PREP LTC program to support recruitment and retention efforts. Funding streams exploring to recruit new staff and retain current staff: PREP LTC, LEAP, PSW Incentives, BEGIN, etc.

Recruitment and Retention: Implement strategies to attract and retain a diverse workforce, including targeted recruitment efforts, mentorship programs, and creating a welcoming workplace culture.

SAFETY

At Knollcrest Lodge, we place the utmost importance on emergency preparedness to safeguard the well-being of our residents and staff. We understand that the proficiency and preparedness of our staff are fundamental to ensuring the delivery of high-quality care. As part of our proactive approach to safety, we recently conducted a full evacuation drill along vulnerable sectors and Code Green protocols. This exercise served as a vital opportunity for us to assess our emergency response procedures thoroughly. By simulating various emergency scenarios, we were able to identify areas for improvement and fine-tune our protocols to ensure the seamless execution of emergency procedures in the event of a real emergency.

Our commitment to maintaining a safe and secure environment for residents and staff remains unwavering. Through ongoing vigilance, proactive measures, and continuous improvement initiatives, we strive to uphold the highest standards of safety and quality of care within our facility. Furthermore, our dedication extends to equipping our staff with the necessary skills and knowledge to provide exceptional care to residents. Through comprehensive training programs, we ensure that our staff are well-prepared to deliver care that adheres to best practices and regulatory requirements.

At Knollcrest Lodge, safety and quality of care are paramount. We are committed to fostering a culture of preparedness, continuous improvement, and excellence to ensure the well-being of all individuals within our home.

POPULATION HEALTH APPROACH

Be EPIC-VR is a groundbreaking dementia-specific training program designed to empower Health Service Providers (HSPs) with the tools necessary to deliver exceptional care to individuals with dementia. Through the innovative use of virtual reality technology, Be EPIC-VR revolutionizes training by immersing HSPs in realistic scenarios that require them to assess environments, employ person-centered communication techniques, nurture client relationships, and tailor care based on the individual's abilities, life history, and preferences. Be EPIC-VR not only enhances individualized care for individuals with dementia but also contributes to broader population health goals by promoting preventive care, community engagement, health equity, and policy advocacy in dementia care.

Our on-site rehabilitation services, including physical therapy, and occupational therapy, enable residents to receive timely and intensive rehabilitation interventions without the need for external referrals. This approach accelerates recovery and maximizes functional independence, reducing the likelihood of hospital readmissions.

Implementing telemedicine services to provide residents with access to virtual consultations with healthcare providers. This initiative not only enhances convenience for residents but also reduces the need for transportation to off-site medical appointments, minimizing disruptions to their daily routines.

CONTACT INFORMATION/DESIGNATED 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
