

Let's Make Healthy
Change Happen.



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

Radiant
Care
Pleasant
Manor

Supportive Housing
June 2022

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

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Overview of Our Organization's Quality Improvement Plan

Overview

The objective we focus on in our QIP is aimed at improving client experience, particularly related to increasing tenant/client satisfaction with the exterior and grounds. We chose this objective in response to feedback from tenants (including Supportive Housing (SH) clients) that identified it as an area of lowest satisfaction on the 2021 Pleasant Manor Tenant & Supportive Housing Client Satisfaction Survey.

Our QIP aligns with the quality objectives of our organization's strategic plan, and with our Multi-Sector Service Accountability Agreement (M-SAA). Further, our QIP aligns with provincial and regional strategies of client-centred care, as well as Seniors Strategy in the province. It is integrated with Health Quality Ontario's (HQP) and Ontario Health's (OH) health services plan that focuses on client experience.

Reflections since your last QIP submission

Over the past year, we focused the majority of staff time and energy on keeping residents, staff, visitors, and family members as safe and supported as possible throughout the pandemic. As we start to experience the waning of the pandemic, we are focusing our quality improvement efforts on improving the exterior and grounds, which will be used increasingly by tenants/clients as the threat of infection decreases.

Patient/Client/Resident Partnering & Relations

We continue to intentionally collaborate with and seek feedback from tenants/clients through ongoing Tenant Council meetings. Upon receiving our Tenant & Supportive Housing Client Satisfaction Survey results, staff identify an area for improvement and create an action plan. We then report back to the Tenant Council to let them know how we plan to improve in the identified area.

Provider Experience

Our grounds and property are beginning to show their age and it is time for a refresh.

Resident Experience

Our tenants have highlighted the need for Radiant Care to refresh, update, and enhance the expression of our curb appeal. A tidy, well-presented property is important to them.

Contact Information

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Sign-off

I have reviewed and approved our organization's Quality Improvement Plan



Glen Unruh, Board Chair



Tim Siemens, Chief Executive Officer & Quality Council Chair



Megan Challice, Supportive Housing Manager



Rick Green, Maintenance Manager

2022 – 2023 Quality Improvement Plan – Supportive Housing

AIM		MEASURE				CHANGE				
Quality Dimension	Objective	Measure/ Indicator	Current Performance	Target Performance	Target Justification	Planned Improvement Initiatives (change ideas)	Methods	Process Measures	Target for Process Measures	Comments
Client Centred	Increase tenant satisfaction with exterior & grounds by December 31, 2022	% of tenants who indicate that exterior & grounds need most improvement (out of all areas on property)	24% indicate that exterior & grounds need most improvement (rated #1 worst)	20% indicate that exterior & grounds need most improvement	To match best performance in other categories on Tenant & Supportive Housing Client Satisfaction Survey	Improve safety of grounds	Repair damaged sidewalks	Sidewalks repaired	By October 31, 2022	
						Improve clarity and flow on grounds	Replace and standardize signage throughout the property	Signage replaced	By September 1, 2022	
							Clean parking lots and repaint lines	Lines painted	By September 1, 2022	
						Repair and revitalize aging or damaged structures and plants	Replace shingles on gazebo	Shingles replaced	By June 15, 2022	
							Prune or remove some trees around Heritage Place/ Brookview	Trees pruned or removed	By September 30, 2022	
						Modify flower beds and plants to be appealing and easily maintained	Scale back flower beds around Arborview and replace high maintenance plants with smaller shrubs and plants that require less care and maintenance	Flower beds scaled back	By October 15, 2022	