

Let's Make Healthy
Change Happen.



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

Radiant
Care
Tabor
Manor

Long-Term Care
March 2025

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.

ontario.ca/excellentcare

Overview of Our Organization's Quality Improvement Plan

Overview

Our Quality Improvement Plan (QIP) focuses on two main objectives: (1) to enhance a resident-centered approach by improving communication within the home for residents, and (2) to empower family members as essential partners in the care circle by enhancing communication between the home and residents' families. We selected these objectives in response to feedback from Long-Term Care (LTC) residents, which indicated that communication was an area of lower satisfaction in the 2024 Resident Satisfaction Surveys.

Our QIP aligns with the quality objectives outlined in our organization's strategic plan and complies with our Long-Term Care Service Accountability Agreement (L-SAA). Additionally, our plan is consistent with provincial and regional strategies that prioritize client-centered care, as well as the Seniors Strategy in the province.

Over the past year, we have dedicated most of our staff's time and energy to ensuring the safety and support of our residents, staff, visitors, and family members. We will continue to prioritize quality improvement efforts aimed at enhancing resident satisfaction, particularly in strengthening communication between the home, residents, and their families.

Resident Experience

This year's Quality Improvement Plan (QIP) has been developed in consultation with our Resident Council to enhance resident satisfaction, specifically regarding communication between the home, residents, and their family members, based on the feedback received.

We are committed to collaborating with residents and gathering their feedback through regular Resident Council meetings and our annual Resident Satisfaction Surveys. After identifying areas for improvement, we held discussions with the Resident Council, which supported our focus on enhancing communication between the home, residents, and their family members in the coming year. Our staff will create an action plan and report back to both the Resident Council and Family Council to share our strategies for improving resident satisfaction.

Contact Information

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Senior Administrator Long-Term Care & Continuous Quality Improvement Committee Chair/Lead

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Sign-off

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



John Krause, Board Chair



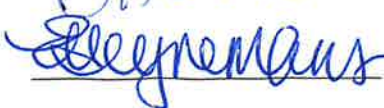
Tim Siemens, Chief Executive Officer



Fola Akano, Senior Administrator Long-Term Care & Continuous Quality Improvement Committee Chair/Lead



Bronwen Hadfield, Administrator Long-Term Care



Erin Heynemans, Director of Care

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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
Communication	To promote a resident-centered approach by improving communication of information within the home for residents	Percentage of residents responding positively to the following questions: (1) Staff awareness of my personal preferences of routines for waking up in the morning, bedtime rituals and hygiene choices, and reflection of awareness in their daily care; (2) Staff care that considers my strengths, preferences and needs in a non-rushed manner allowing me the optimal independence at my own pace; (3) Physiotherapy services offered at Radiant Care Tabor Manor; (4) I was involved in decisions about my care as much as I wanted to be	93% (111 of 120) positive responses	95% positive responses	To match best performance in other categories on the Resident Experience Survey	Review and update existing admission information packages Create poster that outlines roles, responsibilities, and contact information for each department	Review existing packages Coordinate with admission team to update admission packages Review information monthly and update as needed Create poster Hang poster on bulletin board at main entrance to ensure easy accessibility to pertinent information within the home Review information monthly and update as required	Information reviewed Updates made Information reviewed Poster created Bulletin board updated Information reviewed	April 1, 2025 April 30, 2025 Monthly / Ongoing April 30, 2025 May 15, 2025 (and updated as required) Monthly / Ongoing

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						Create 'Who I Am' person-centered information poster to be posted on the back of every resident door to promote personalized care	Create template	Template created	April 30, 2025
							Obtain resident-specific information from residents, family and staff	Information obtained and added to template for each resident	May 15, 2025
							Mount holders to the back of each resident room door to ensure poster is secure	Holders mounted & posters added	May 30, 2025
							Review and update information as required	Information reviewed and updated	Ongoing
						Improve existing newsletter to be resident focused	Redesign existing newsletter template to be specifically focused on residents	New template created	April 15, 2025
							Newsletter to be proof read and approved prior to distribution by TR Supervisor	Newsletter finalized and approved	Ongoing; last Friday of every month
							Staff to deliver approved newsletter to each resident at the beginning of each month	Newsletter delivered to all residents via TR staff and posted to Radiant Care website by Administrative Assistant	Ongoing; at the beginning of each month

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	To promote the role of family members as key partners in the circle of care by improving communication between the home and residents' family members					Create a monthly newsletter for family members to provide updates related to the home. This will allow for clear communication and the timely distribution of information. Newsletter will be sent out via email to families with a copy available on the website (This is in addition to existing resident newsletter)	Design a newsletter template to be used each month Each department in LTC will provide monthly news and updates within their departments; monthly due date will be assigned to ensure timely completion; newsletter to be approved prior to distribution Update the bulletin board in the main entrance	Template created Departments submit information; recurring due date added to supervisors' calendars Newsletter distributed / posted	April 1, 2025 Monthly / Ongoing First Friday of the month; ongoing
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	To develop clear, efficient workplace communication strategies between departments and staff members					<p>Improve communication between departments through weekly supervisor meetings and home area meetings</p> <p>Improve staff knowledge of resident care</p> <p>Improve communication to staff about upcoming education and committee meetings through use of monthly calendar board</p>	<p>Weekly meetings with department supervisors</p> <p>Subsequent meetings with supervisors and staff for each home area</p> <p>Hold in-services</p> <p>Create resident care binders</p> <p>Dry erase calendar mounted in staff hallway</p> <p>Details re: education and committee meetings posted; meeting minutes added to board</p>	<p>Weekly meetings scheduled for Wednesdays; Nursing Clerk to post minutes</p> <p>Weekly meetings scheduled for Tuesdays; minutes posted</p> <p>In-services created and scheduled</p> <p>Binders created</p> <p>Dry erase board installed</p> <p>Information posted and updated as required</p>	<p>Effective April 2025 and ongoing</p> <p>Effective April 2025 and ongoing</p> <p>April 30, 2025</p> <p>April 30, 2025</p> <p>April 1, 2025</p> <p>Ongoing</p>