

Let's Make Healthy
Change Happen.



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

Radiant
Care
Pleasant
Manor

Supportive Housing
March 2026

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 focus of our 2026 Quality Improvement Plan (QIP) is to increase client understanding of the Radiant Care Supportive Housing Program. This objective was selected in response to feedback indicating that, while overall satisfaction with the program remains strong, some clients would benefit from clearer, more consistent information about the scope, purpose, and processes of Supportive Housing services.

Improving client understanding is foundational to meaningful engagement, informed participation in care planning, and realistic expectations of services. By ensuring that information is clear, consistent, and accessible at multiple points in a client's journey, we aim to strengthen client experience and support informed decision-making.

This QIP aligns with Radiant Care's strategic priorities, our obligations under the Multi-Sector Service Accountability Agreement (M-SAA), and provincial and regional directions emphasizing client-centred care, transparency, and improved client experience.

Describe your Organization's Greatest Quality Improvement Achievement from the Past Year

Radiant Care Supportive Housing sustained strong client satisfaction while strengthening its quality improvement processes. A key achievement was using client feedback and performance data to reflect on current practices, identify opportunities for improvement, and translate lessons learned into focused, realistic quality initiatives. This data-informed approach directly shaped the 2026 QIP, ensuring future improvements build on existing strengths and support meaningful client engagement.

Patient/Client/Resident Partnering & Relations

Client input remains central to our quality improvement efforts. Experience survey results are reviewed by staff to identify opportunities for improvement and inform action planning. Findings and planned changes are shared with the Tenant Council to promote transparency, accountability, and ongoing dialogue.

Tenants will continue to be engaged through program in-services and opportunities to ask questions and provide feedback, ensuring that improvements to communication and education reflect client needs and perspectives.

Contact Information

Tim Siemens, CEO, Radiant Care
1 Tabor Drive, St. Catharines, ON L2N 1V9
tims@radiantcare.net or 905-934-3414, ext. 1052

Sign-off

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



Ken Friesen, Board Chair



Tim Siemens, Chief Executive Officer & Chair, Quality Council



Megan Challice, Supportive Housing Manager

2026 - 2027 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 Centered	Increase client understanding of the Radiant Care Supportive Housing Program.	% of affirmative responses to the following question on the Supportive Housing Client Experience Survey: "Do you feel well informed about the Supportive Housing Program at Radiant Care?"	96% (29 of 30) affirmative responses	100% (30 of 30) affirmative responses	To match best performance in other categories on Supportive Housing Client Experience Survey	Communication & Education	<p>Review existing written materials (Supportive Housing Brochure and website) to ensure that information is clear and consistent.</p> <p>Provide new clients with a brief, consistent overview of the Supportive Housing Program.</p> <p>Provide existing clients with a brief, consistent overview of the Supportive Housing Program at their annual RAI CHA assessment.</p> <p>Provide an in-service to all tenants on the Supportive Housing Program.</p>	<p>Brochure and website messaging reviewed and updated.</p> <p>Create information sheet on the Supportive Housing program.</p> <p>Create information sheet on the Supportive Housing program.</p> <p>Create and provide a presentation on Supportive Housing.</p>	<p>March 31, 2026</p> <p>Created by March 31, 2026.</p> <p>Begin distributing to current clients by April 1, 2026.</p> <p>By June 30, 2026.</p>	