



OAKWOOD PARK LODGE
A DIVISION OF CONMED HEALTH CARE GROUP



Continuous Quality Improvement Initiative Report 2024-25

Home Quality Lead
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Administrator



Oakwood Park Lodge
CQI Initiative Report 2023-24

Overview

Oakwood Park Lodge is Home to 84 bed Long-Term Care residents. We also have an additional two beds allocated for Short Stay/Respite Care. Oakwood Park Lodge is part of the Conmed Health Care Group and is located in the city of Niagara Falls. We have built relationships with residents and families that are based on trust and respect. We honour our residents' wishes and choices as much as possible. Our goal is to make each resident feel welcome and at Home. Oakwood Park Lodge was approved for redevelopment and preparation is underway.

Mission, Vision, and Values for Resident Focused Care:

Mission

We believe in cultivating a “circle of caring” to nurture and support our residents, the **RIGHT WAY**.

Our Vision

By focusing on the **RIGHT WAY**, we will be recognized as people's first choice for a Long-Term Care home.

Our Values

R – RESIDENT CENTRED CARE: Residents are the centre of everything we do and working in partnership to drive the direction we take into the future.

I – INTEGRITY: Relationships with people are built on trust and respect. Through honesty and equity, we can ensure that we are developing relationships based on integrity.

G – GROWTH: By encouraging growth and continuous quality improvement in the areas of leadership, knowledge and technology, we can achieve our vision of “people's first choice”.

H – HONOUR: By focusing on ethical decision making, especially where it supports resident wishes and choice, we will achieve honour in all our interactions.

T – TEAMWORK: We recognize that being partners in care and working as a team with residents, families, staff and all the stakeholders who interact with our homes, we nurture and support our residents.

W – WORKPLACE HEALTH AND SAFETY: By focusing on staff safety and wellness, we provide a safe and healthy workplace for our staff. When staff take care of themselves and feel valued at work, their positive attitude is reflected in the care they provide to our residents.

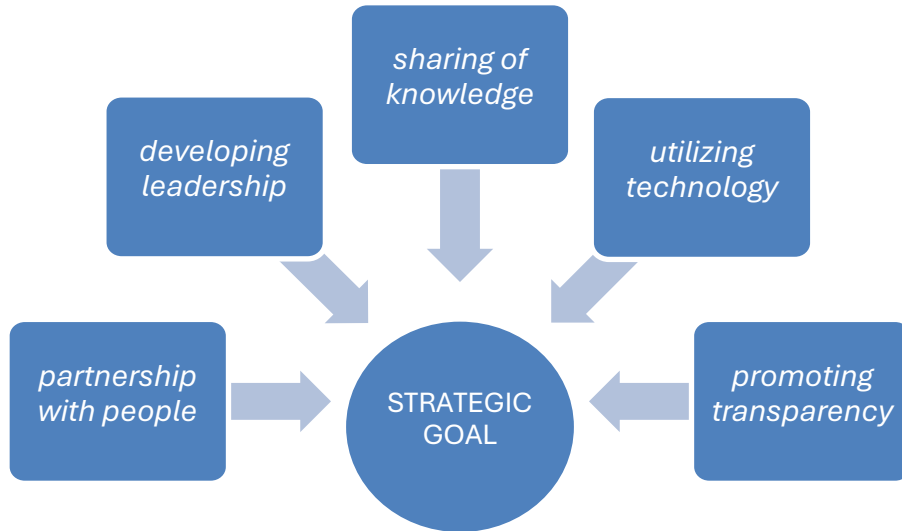
A – ALWAYS CONFIDENTIALITY: We learn many things about the people that we care for and work with; it is important that this information is always treated as private and confidential.

Y – YOU MATTER: All the people who live, work and interact in our homes matter. Your voice matters. Your feedback matters. You are our most important asset.

Resident, Family, and Community Partner Engagement Framework

Strategic Goal: to encourage resident, family, and community partner engagement to promote and enhance the resident family experience in our Long-Term Care homes.

Guiding Principles:



In the Following Areas:



Continuous Quality Improvement

Priority Areas for Quality Improvement

In April of 2022, the Ministry of Long-Term Care, along with the Ontario Government, implemented the Fixing Long Term Care Act. This new legislation puts the focus on improving resident care through a resident centered approach. Through the implementation of this legislation, it has enabled us to identify areas of improvement within the Home. We share regular updates on the progress of these initiatives with all stakeholders.

At Oakwood Park Lodge, our quality priorities are determined by several factors including:

- Fixing Long Term Care Act (FLCTA)
- Registered Nurses Association of Ontario (RNAO) Best Practice Guidelines
- Key Performance Indicators (Canadian Institute for Health Information, Point Click Care)
- Program Evaluations
- Health Quality Ontario Priority Indicators
- Internal Audits
- Resident and Family Satisfaction Survey (January-December 2023)
- Resident and Family Engagement Framework
- Feedback from stakeholders including Resident Council, Family Council and Community Partners (including the Ministry of Long-Term Care)

Each year, Oakwood Park Lodge develops and implements a Quality Improvement Plan that includes key areas of improvement aligning with Health Quality Ontario. The Quality Improvement Plan for the 2023-2024 year has identified the following priorities for improvement:

- Reducing the number of potentially avoidable transfers to the Emergency Department (i.e. residents who are sent to hospital with one of the diagnoses on the 'Modified List of Ambulatory Care-Sensitive Conditions').
- Improving the percentage of residents/families who respond positively to how well they feel staff listen to them.
- Improving the percentage of residents/families who respond positively to "I can express my opinion without fear of consequences."
- Reducing the percentage of residents on antipsychotic medication without a diagnosis of psychosis.

The Home's Quality Improvement Plan (QIP) is developed with the input of residents, family, and staff. The Quality Improvement Plan (QIP) is reviewed at Resident Council. The plan aligns with the Home's goals to improve the quality of care and to deliver service excellence. The goals and planned improvement initiatives from this plan will continue to evolve moving forward.

Performance Monitoring and Measurement

Oakwood Park Lodge’s quality initiatives are supported by the Home’s measurement and accountability system. The review processes includes:

- Resident/Family Satisfaction Survey results
- Performance Indicators tracked at the home level
- Priority Indicators as in the Annual Quality Improvement Plan
- Regional/Provincial Benchmark Indicators
- Quarterly Professional Advisory Committee Meetings
- Quarterly Continuous Quality Improvement Meetings
- Resident Council Meetings
- Family Council Meetings

Oakwood Park Lodge Canadian Institute for Health Information Performance Indicators 2023-24:

Quality Indicator	Ontario	Oakwood Park Lodge
Potentially Inappropriate Use of Antipsychotics	20.7%	22.1%
Falls in the last 30 days	16.5%	18.8%
Restraint Use	1.8%	5%
Worsened Pressure Ulcers	2.3%	1.8%
Experiencing Pain	5%	1.7%
Worsened Depressive Mood	20.7%	22.6%
(Data Source – Continuing Care Reporting System provided by CIHI)		

Communication Strategy

Communication with our stakeholders, community partners, residents, family and staff is vital to our Quality Improvement Plan. We not only use their input to improve the quality of care in our Home, but we also share our successes and growth with them. Communication takes place in a variety of ways including Resident Council meetings, Family Council meetings, emails, automated voice messages, memos and posters.

Quality Improvement Initiatives for 2023-2024:

Based on feedback, assessment and identification of areas for continuous improvement, Oakwood Park Lodge implemented the following quality initiatives for 2023 based on the performance indicators and feedback of the satisfaction survey (April 2022-March 2023; results shared via Residents’ Council, Family Council, Internal posting May 2023, see Appendix A):

- More culturally diverse options of food and activities. This was achieved through the implementation of “Cultural Days” where food and activities centre on the culture of that country. Implemented June 2023, ongoing.

- Posting of drawings of the new Home for residents, families and staff who were eager to see what the Home will look like. Implemented November 2023.
- Reconfiguration of the staffing model to enhance teamwork within the home due to redevelopment. Implemented April 2024, ongoing.
- The creation of the Behavioral Support Supervisor role to work closely with residents with challenging responsive behaviors, while educating and supporting residents, family, and staff. Implemented November 2023, ongoing.

Other priorities:

- Implementation of the Home's Strategic Plan (2023-2027). Implemented July 2023, ongoing.
- Early adopter home for the implementation of the new Resident Death Notice (RDN) Implemented January 2023, ongoing.
- Conduct audits and liaise with pharmacy to identify residents on antipsychotics and ensure diagnoses are in place and appropriate medications are provided to residents. Implemented April 2023, ongoing.
- Establish routine meetings between pharmacy management and home management team to decrease pharmacy errors. Implemented November 2022, ongoing.
- Participation in the preparation and implementation of Registered Nurses Association of Ontario (RNAO) Clinical Pathways for Admissions, Delirium, and Resident/Family focused care. Implemented September 2023, ongoing.
- To enhance our resident's environment, new chairs were purchased to create a safe and inviting environment. Implemented January 2023, ongoing.
- Staff to be provided with Gentle Persuasive Approaches training to ensure they have the necessary skills to deliver exceptional care. Previously implemented training, ongoing.
- Introduction of a 'Tuck Shop' which was initiated at the request of resident council, and it is currently managed by the residents, giving them a sense of autonomy and a sense of purpose. Implemented April 2023, ongoing.
- Infection Prevention and Control (IPAC) education and preparation for certification for selected managers to meet the legislative requirements. Implemented October 2023, ongoing.

Looking Ahead: Priorities for 2024 – 2025

- Ongoing communication with both pharmacy and home management team on a routine basis to continue to identify any issues or concerns at the pharmacy level.
- Continuous reviewing of antipsychotics to reduce the use of these medications on residents without a diagnosis of psychosis. Registered staff to receive education related to responsive behaviours/personal expressions, appropriateness of antipsychotic medication use, and alternatives and de-escalation techniques to reduce responsive behaviours.

- Decrease resident responsive behaviours through training on Gentle Persuasive Approaches to Care and Positive Approaches to Care to staff, fostering a person-centered approach and enhancing the quality of care provided.
- Improve dementia care, lived experiences and outcomes by establishing relationships and providing care focused on the unique needs of individuals and the development of meaningful relationships and emotional well-being.
- Continuing with the implementation of the Strategic Plan.
- Improving the number of resident satisfaction survey results through the use of an online platform, while still maintaining a paper version for those that do not have the accessibility of computer use.
- Participation in part of a collaborative group (Long-Term Care Homes, Home and Community Care Support Services, Resident Advocates, Hospitals, Physicians, Nurse Practitioners, Emergency Medical Services and Ontario Health to discuss how to decrease the number of unnecessary Emergency Department transfers and unsafe discharges from the hospital.
- Provide families with education on interventions that can be provided at the Home and the benefits of the resident remaining in a familiar environment.
- Prior to sending to hospital, Registered staff will ensure that they consult with the Nurse Practitioner or Physician to determine if resident could be treated in house with support, unless immediate medical interventions are required.
- Provide comprehensive education on pleasurable dining to all staff, ensuring they are equipped with the knowledge and skills to create enjoyable dining experiences for residents.
- Foster increased partnerships and collaboration with residents, family, and other external stakeholders in the operation of the home, ensuring a collaborative and inclusive approach to care and decision-making.
- Increased focus on fracture prevention. Work with pharmacy and physicians to ensure that all residents at risk for fractures are on preventative medications (i.e. Vitamin D, Calcium, Actonel, Prolia).
- Strengthen our current falls prevention committee (including registered staff, Personal Support Workers, physiotherapy and recreation) to discuss current interventions and fall trends, evaluate strategies and make improvements. An area of focus will be residents who fall frequently.
- Implement Falling Leaf/Star program and educate staff on the program.
- Ensuring the safety of residents, family, and staff during the redevelopment and amalgamation of Oakwood Park Lodge and Valley Park Lodge to Oakwood Manor.

Home Quality Lead Contact Information

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