

Let's Make Healthy
Change Happen.



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



MAPLE PARK LODGE
A DIVISION OF CONMED HEALTH CARE GROUP

4/2/2024

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

Maple Park Lodge is a 96 bed Long Term Care Home located in Fort Erie. We strive to provide excellence and quality care to our residents with a focus on resident/family centered care.

At the end of 2023 we were successful in obtaining accreditation with exemplary standing through Accreditation Canada.

We have multiple programs that are a main focus that we track statistics and analyze data for to promote improvement over the course of the year. These programs are evaluated annually by our professional advisory committee. These programs include medication management, restraints, pain, wounds, and safety.

Access and Flow

At Maple Park Lodge we have collaborative partnerships with community service providers to ensure access on site to treatments such as IV medications, IV fluids, hypodermoclysis, and continuous pain management.

We have a focus on championing staff in house to be proactive in areas such as IPAC and wound care to prevent adverse outcomes.

We have been able to work with our physicians to make medication substitutions to accommodate lack of coverage in long term care versus hospital to expedite discharge back to Maple Park Lodge.

We attempt to provide all medical assessment and treatment possible on site, to prevent any unnecessary transfers to hospital. The majority of our transfers to hospital are related to immediate need for assessment utilizing CT scan or other imaging to rule out injury.

Equity and Indigenous Health

At Maple Park Lodge we treat all residents and staff with respect regardless of cultural background or orientation. We have a multicultural staff population. Our management team are trained in cultural sensitivity and care which we bring forth to our staff. Staff will all receive formal training through our online learning platform this year.

Patient/client/resident experience

We incorporate residents and families in all aspects of life at Maple Park Lodge. We meet with them individually during their care conferences. We share all reports from ministry of health, and public health. They are invited to our CQI and PAC meetings. All minutes are shared with residents and families through resident and family council meetings. We also disclose statistics on our information boards. We constantly seek input and feedback about activities, programming and meal choices. Residents and their family are consulted with all treatment plans and changes to medications.

We have an open door policy and our physicians are available for any urgent consultations, concerns or assessments.

We pride ourselves on clear communication with our residents and families.

We conduct weekly quality and safety rounds with the interdisciplinary team, which highlights multiple different topics including falls, medications, restraints, behaviours, wounds, and pain, amongst a variety of other topics.

In comparison to last year, according to our indicators - our falls, antipsychotic use and pressure ulcers have improved and our restraint use has maintained the same. We would like to put an emphasis on improving our mood and pain indicators.

Provider experience

At Maple, we are in full support of ongoing education such as participating in the bridging program for registered staff and PSWs. We have recently adopted the ONA wage grid, as well as additional wage enhancements to promote both recruitment of new staff and retention of current staff.

We have access to onsite training for registered staff through the Nurse Practitioner to ensure that staff are able to utilize their full scope of practice within policy guidelines to best provide care on site as ordered by the physician.

Safety

We have recently upgraded our training for employees in both safe resident handling and gentle persuasive approach to ensure resident safety as well as staff safety and wellbeing. We promote an interdisciplinary approach to plan of care for our residents from a safety perspective including the resident and family, as well as nursing team, and medical professionals including attending physicians, consulted specialists as needed, physiotherapy, social work, pharmacists, Behavioural Supports Ontario, Senior Mental Health Outreach and Psychogeriatric Resource Consultant if applicable.

We conduct quarterly continuous quality improvement reports/presentations that include a resident and family member representative in addition to our interdisciplinary team to review statistics, incidents, change implementations for improvement as well as seek input and feedback from staff and residents.

Safety is also included in our daily management meetings, and weekly interdisciplinary quality and safety rounds to ensure there is ample opportunity to voice concerns and provide feedback from staff.

Population Health Approach

In order to maintain a proactive health approach we ensure we review our applicants very carefully to ensure that we have the resources and staffing to provide the best quality of care for them before accepting for admission. There is a very large population of under 65 years of age with mental health afflictions that require a more specialty setting that caters to their needs, who do not thrive in this setting.

We work with the dietician, food service nutrition manager, clients and their families to support a healthy approach to nutrition and their overall well being.

We offer support to our residents in collaboration with our team of physicians to promote smoking cessation.

At Maple Park Lodge we collaborate with multiple external community partners to enhance the quality of life of our residents. These include Behavioural Supports Ontario, Senior Mental Health Outreach, Psychiatry, Nurse Led Outreach Team, Psychogeriatric Resource Consultant, Physio, and Palliative Pain Consultant.

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

Board Chair / Licensee or delegate Neil Simon _____ (signature)
Administrator /Executive Director Carole Jukosky _____ (signature)
Quality Committee Chair or delegate Grace Zhang _____ (signature)
Other leadership as appropriate Belinda Graye _____ (signature)

