



**VALLEY PARK LODGE**

A DIVISION OF CONMED HEALTH CARE GROUP

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## **CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT**

**2024-2025**

Valley Park Lodge is a 65-bed long-term care home, which is one of the homes owned by Conmed Health Care Group Inc. Our resident centered care has a focus on continuous quality Improvement for the benefit of residents, family and staff. Valley Park Lodge is proud to have a very robust Quality Improvement Program and interdisciplinary team. The team includes residents, families, nursing staff, volunteers, recreation, dietary, students, physicians, social work, management and Public Health to monitor, analyze and evaluate in accordance to the Fixing Long Term Care Act and Regulations of 2022.

### **Equity and Indigenous**

Valley Park Lodge prioritizes individual needs and accommodates residents regardless of background, ethnicity, sexual orientation and language. Managers receive training on equity and diversity, as we work with community partners to learn, and to be responsive to the needs of our residents, families and staff.

### **Resident Experience**

Valley Park Lodge takes pride in its Resident Council, which plays a significant role in decision-making which impacts the resident life-style in our home. The Council's feedback is highly valued, and they are consulted on matters affecting their home and how it relates to the improvement and their Quality of Life. The President of the council and other residents and families are integral members of the Resident Safety and Quality Committee, providing valuable insights into the functioning of the home.

Following an influx of new residents, and through our resident/family survey we received feedback which indicated that while staff were attentive, some residents were unsure about expressing their opinions without fear of consequences. This was influenced by past experiences, resulting in lower response rates in the survey. To address this, Valley Park Lodge is focusing on improving the admission process to ensure residents feel comfortable more quickly through our Quality Initiatives



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### **Provider Experience**

Valley Park Lodge is fortunate to have a dedicated team of managers and employees who have been with the facility for a long time. The small size of our home creates a warm and friendly atmosphere that people enjoy working in. We rarely need to use agency staff to fill shifts, as we have an adequate number of Personal Support Workers (PSWs).

When we do need additional staff, we have been able to hire employees through various educational schools and organizations. We have participated in the Supervised Practice Experience, both as a sponsoring organization and as a source of employment for registered staff. This program has helped several individuals advance in their careers.

Valley Park Lodge has also been involved with co-op programs, allowing us to hire students after they have completed their courses. We have contracts with different colleges for PSWs and Registered Practical Nurses (RPNs), which leads to a high number of applications for positions.

To further expand our recruitment efforts, our Corporate Office allows us to post job positions on platforms like Indeed. Additionally, our Corporate HR team actively participates in Job Fairs and Career Days at local colleges.

### **Safety**

Valley Park Lodge prioritizes resident safety and has created a safety culture that involves all staff departments, families, and residents. They achieve this through standardized documentation, risk management, education, and communication.

In terms of documentation, the home has adopted the new RNAO admission assessment in PCC, which provides a good understanding of residents upon admission. They also use standardized assessments on admission and quarterly for falls risk, delirium, pain, cognitive health, and physical health. Shift reports and the PCC Risk Management system are used to pass on assessments and document incidents, causes, and interventions.

Staff members participate in Surge education courses related to safety, such as IPAC, falls prevention, safe resident handling/lift training, and fire safety. They also provide training and education for families on hand hygiene, PPEs, and other IPAC information. Additional education is provided in the home, including GPA, donning and doffing PPE, fire drills, dietary processes, orientation for new staff, and medication management.



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Resident Quality and Safety team meetings are held twice a month, involving representatives from each department and managers. These meetings allow everyone to participate including residents, families to bring forward concerns, discuss changes or suggestions, and improve the quality of care for residents. Staff members also participate in interdisciplinary committees related to resident safety, infection control, falls prevention, and more.

Valley Park Lodge values resident and family engagement. We have a strong Resident Council that provides advice on health and safety, quality of life, and activities. Residents and families are invited to attend Resident Safety & QIP committee meetings quarterly to provide their input and help establish priorities.

Overall, Valley Park Lodge is committed to creating a culture of safety and well-being for both residents and staff.

### **Population Health Approach**

Valley Park Lodge prioritizes health and safety within the local community, staying updated on Public Health information and sharing relevant updates with managers, staff, and residents. The facility advocates for vaccination, with many residents receiving multiple Covid boosters. Vaccination information is collected during the admission process. The home has a strong Health and Safety Committee, conducts annual Emergency Preparedness reviews, and undergoes regular audits by Public Health to ensure compliance with regulations. Valley Park Lodge follows Public Health and Ministry Directives to maintain a healthy environment for everyone in the facility.

### **QUALITY IMPROVEMENT INITIATIVE 2024-2025**

Based on feedback, assessment and identification of areas for continuous improvement, Valley Park Lodge implemented the following quality improvement initiative for 2024 - 2025.

#### **Fall Prevention:**

- We are continuing to work closely with our physiotherapists and the interdisciplinary team which includes Nursing, Families, Residents, Social Worker, Physicians, Recreation, Dietary, Pharmacy, Seniors Mental Health Ontario (SMHO), Behavioural Supports Ontario (BSO) and management to provide support, decrease the number of falls and prevent injuries. To support our fall prevention program all our beds have been



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replaced with hi-low beds which are remote controlled and are a short distance from the floor to prevent injuries if a fall occurs.

### **Emergency Department Visits:**

- Our goal as a team is to decrease the number of Emergency Department visits by working with our physicians and nurse practitioner. On admission and ongoing we provide education to families and residents on all the services we can provide in-house thereby reducing ED visits. We have a very good palliative care program which creates a warm and caring environment at end of life so residents don't need to go to the ED. Preventing ED visits is our community stewardship to prevent over crowding and increased wait times. Our physician also uses the SCOPE Niagara program to help with complex cases and decisions for the best possible care, and if treatment can be provided by our home.

### **Resident/Family Survey:**

- At Valley Park Lodge as a team, we are working with the residents and families to improve areas on our service care delivery as identified through the results of our satisfaction surveys.  
Two key steps are being taken to enhance the admission process: participation in the RNAO/Ministry collaborative Admission process on PCC, involving extensive staff training and increased involvement of residents and families; and the implementation of the Boomr program through the pharmacy to streamline medication reconciliation before admission, freeing up nurses' time for more family interaction.

By implementing these interventions, Valley Park Lodge aims to see improved results in resident satisfaction surveys in the upcoming year.

### **Looking Ahead: Priorities for 2025**

#### **New Building**

- We are looking forward to and planning with great anticipation the amalgamation of our home with Oakwood Park Lodge in a new building towards the end of 2025.



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**Infection Control**

- IPAC Lead and IPAC co-lead have completed the preliminary course for CIC-LTC certification, and they will be taking the test in the upcoming months.

As ongoing outbreaks occur, IPAC plays an important role in management and safety of all residents, families and staff within our home, ongoing education and monitoring through audits and screening and working within our interdisciplinary team which includes Public Health will continue to occur in the upcoming years.

Valley Park Lodge as a whole family team will continue to identify areas for improvement, develop and implement, and evaluate the ongoing process. We look forward to a successful year working with the residents, families, staff and community partners.

Thank you

**Home Quality Lead Contact Information**

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