

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 28, 2025



OVERVIEW

Crescent Park Lodge is located in Fort Erie. We are a long term care home with 52 beds for long stay admission and 2 short stay beds. Our main goal is provide exceptional resident and family centered care and a homelike environment. We take pride in our accomplishment of receiving accreditation status through Accreditation Canada with Exemplary Standing. We prioritize an interdisciplinary approach to ensure all resident care needs are met in a timely and efficient manner. This includes nursing and administrative team members that are present in the home on a daily basis with physician availability on an as needed basis in addition to regularly scheduled site visits. We also have on site physiotherapist, dietician and social worker on designated days for required assessments, treatment and support. We also consult external resources to promote quality care and support of our residents which we will explore further below.

ACCESS AND FLOW

Our medical team at Crescent Park Lodge comprises of three physicians who provide site visits at least once every two weeks and are on call around the clock to address urgent resident concerns. We collaborate with the Nurse Practitioner from the Nurse Led Outreach Team as needed to ensure complex resident care needs are met and that our nursing team is supported in their educational needs and competent in their skills to provide exceptional resident care. We have access to IV fluids and medications if deemed necessary by the physician through our pharmacy to treat residents in house to the fullest extent possible to prevent avoidable hospital transfers.

EQUITY AND INDIGENOUS HEALTH

We have established a relationship with our community native center. Historically we have reached out to collaborate with them to meet the cultural and spiritual needs of our resident and arranged for a smudging ceremony on site. Going forward we continue to look forward to collaborating with this community partner to respect and honor the individualized needs our or residents.

We currently have a very diverse staff population which serve as a great resource and source of inclusion. We pride ourselves on fostering a working relationship based on mutual respect with our

PATIENT/CLIENT/RESIDENT EXPERIENCE

We value and emphasize the importance of resident and family involvement, feedback and input in all aspects of care and life at Crescent Park Lodge. This process is initiated prior to admission with the incorporation of pharmacy led medication reconciliation including a thorough review of health information including previous medication lists, consults and assessments. Once this information is reviewed and gathered the physician, nurse and resident/family representative are included in a collaborative phone call for review. Upon admission, the resident and family spend a dedicated amount of time to provide thorough information about health status, goals of care, and what matters most to them to see in their daily lives at Crescent Park Lodge to formulate an individualized care plan to promote quality of life. We then conduct care conferences with the resident and family and entire interdisciplinary team at 6 weeks post admission, then on an annual and as needed basis. This ensures resident and family involvement in their care planning on an ongoing basis.

We conduct resident and family satisfaction surveys at least annually, and have the opportunity for them to be accessed and completed on an as needed basis.

While we have formalized care conference to express any questions or concerns that our residents and their families may have, we promote an open door policy to bring forth any questions or concerns that may be had as they occur to promote clear communication, resolution and resident satisfaction in real time.

PROVIDER EXPERIENCE

Crescent Park Lodge prides itself in staff member satisfaction and retainment. While we have a strong team of diverse, knowledgeable and experienced staff, we face the challenges like many other health care facilities including recruitment. We actively review applicants through our online platform for qualified candidates. We provide competitive wages and benefit packages to provide incentive when hiring and as a retention strategy. We have a strong professional relationship with staffing agencies which prevent short staffing issues and promote the health of our team by preventing burnout. We conduct staff appreciation events regularly to promote appreciation and morale.

SAFETY

Crescent Park Lodge prioritizes a proactive approach to safety by providing a safe environment for both our residents and our team of staff. Resident safety incidents are tracked through our risk management system and are reviewed and analyzed by the interdisciplinary health team including our medical director, resident and family representatives at our Continuous Quality Improvement meetings and Professional Advisory Committee meetings. The goal of reviewing this data together is to identify trends and work collaborate toward risk minimization and harm reduction.

We have an active Joint Health And Safety Committee that includes certified members of union employees and management members. Meetings are conducted quarterly. Safety issues or concerns are brought forward to the team as they occur promote a timely resolution and safe work environment.

PALLIATIVE CARE

Crescent Park Lodge takes pride in providing exceptional end of life care to promote quality and comfort for our residents and their family members. We take a proactive approach to ensure that our nursing team is identifying signs of pain and discomfort through assessments and can access comfort care measures and symptom management with medication orders from the physician. We have a dedicated palliative room that provides a private environment for any residents who have shared accommodations.

POPULATION HEALTH MANAGEMENT

We value an interprofessional holistic approach to resident and family centered care. In order to provide this, we have formed strong relationships with external partners which are consulted to promote a more thorough exploration of complex resident care needs, support for the resident and their family, as well as support for direct care staff and the management team. These resources include Nurse Practitioner through Nurse Led Outreach Team, Behavioural Supports Ontario, Seniors Mental Health Outreach, Psychogeriatric Resource Consultant and Spasticity Clinical Team. As always, we encourage active resident and family involvement with these resources to form resident focused individualized care planning, staff awareness and confidence and prevention of risk or harm to promote safety.

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 on
March 28, 2025

Neil Simon, Board Chair / Licensee or delegate

Ray Johnson, Administrator /Executive Director

Grace Zhang, Quality Committee Chair or delegate

Belinda Graye, Other leadership as appropriate
