

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 28, 2025

OVERVIEW

Maple Park Lodge is a 96-bed long-term care home in Fort Erie, dedicated to exceptional, resident- and family-centered care. We proudly achieved accreditation with exemplary standing through Accreditation Canada in 2023.

To ensure continuous quality improvement, we hold monthly interdisciplinary meetings, including the Skin/Wound and Continence Committee, Responsive Behaviour Committee, Falls and Restraints, Medication Management, Registered Staff Meetings, and Pain and Palliative Care Committee. We also host monthly CQI meetings, where residents and families can provide input on areas for improvement. Meeting schedules are available at the front reception.

Our home offers diverse menu options, with meals highly rated by residents, and expanded recreational programs that encourage participation. Housekeeping, laundry, and maintenance services are readily available to maintain a clean, safe environment.

Residents' voices are valued through monthly Residents' Council and Food Committee meetings. Financial and administrative support is available through our Administrative Assistant and Nursing Assistant Manager.

Our IPAC Lead ensures compliance with Ministry of Health guidelines, with monthly reviews to maintain low infection rates. Families and visitors are encouraged to follow our IPAC protocols for resident safety.

At Maple Park Lodge, we foster a collaborative, family-oriented

environment, ensuring our residents receive the highest quality of care, respect, and dignity.

ACCESS AND FLOW

At Maple Park Lodge, we collaborate with community service providers to ensure on-site access to treatments such as IV medications, IV fluids, hypodermoclysis, STL radiography, LifeLabs for blood work, pain management through consultants, SPL access as needed, and other essential resources.

We empower our staff to take proactive roles in IPAC and wound care to prevent adverse outcomes. Additionally, we work closely with physicians to make necessary medication substitutions, addressing gaps in long-term care coverage and expediting discharges back to our home.

Our priority is to provide comprehensive medical assessments and treatments on-site whenever possible, reducing unnecessary hospital transfers. Most transfers occur only when advanced imaging, such as CT scans, is required to rule out injuries.

EQUITY AND INDIGENOUS HEALTH

At Maple Park Lodge, we foster a culture of respect, inclusivity, and equity for all residents and staff, regardless of cultural background, beliefs, or orientation. Our diverse team brings a wealth of perspectives, enriching the care and services we provide.

Our management team is trained in cultural sensitivity and inclusive care, ensuring that our home remains a welcoming environment for everyone. This year, all staff will receive formal training through our online learning platform, covering topics such as diversity, equity, cultural competence, and inclusive communication.

We are committed to continuously improving our understanding and practices to ensure that every resident feels valued, respected, and supported in a way that honors their individuality.

PATIENT/CLIENT/RESIDENT EXPERIENCE

At Maple Park Lodge, we actively engage residents and families in all aspects of care and decision-making. Individual care conferences provide a platform for open discussions about care plans and home-related improvements. We ensure transparency by sharing all reports from the Ministry of Health and Public Health. Families and residents are invited to our monthly Continuous Quality Improvement (CQI) meetings, and minutes are shared through Resident and Family Council meetings and posted on our information boards. We are proud of the strong participation in our Resident Council meetings and the successful appointment of a President and Vice-President for our Family Council.

We continuously seek input from residents and families on daily living activities, programming, and meal choices to ensure their

voices are heard. We also trialed inviting residents to participate in the interview process, which they truly enjoyed. All treatment plans and medication changes are thoroughly discussed with residents and their families, reinforcing our commitment to collaborative care. Our open-door policy ensures ongoing communication, and our physicians are available for urgent consultations, concerns, or assessments.

To enhance safety and quality of care, we conduct daily nursing meetings, weekly staff meetings on the floors, monthly registered staff meetings, and communicate as needed on key topics such as falls, medications, restraints, behaviors, wounds, and pain management. Compared to last year, our indicators show improvements in falls, antipsychotic use, and pressure ulcers, while restraint use has remained stable. We remain committed to continuous quality improvement and will continue working toward further enhancements in areas requiring improvement.

PROVIDER EXPERIENCE

At Maple Park Lodge, we are committed to ongoing education and professional development for all staff, including participation in the bridging program for registered staff and PSWs. We have recently adopted the ONA wage grid, along with additional wage enhancements, to attract new staff and retain our current team members. We are continuously hiring to ensure staffing consistency, though recruitment, particularly for PSWs, remains a challenge. To address this, we have implemented a new process of reviewing resumes on an ongoing basis and filling positions as they become available.

Additionally, we offer on-site training for registered staff through our Nurse Practitioner, ensuring staff can fully utilize their scope of practice within policy guidelines. This empowers them to provide the best possible care on-site, as directed by physicians.

SAFETY

At Maple Park Lodge, we have recently upgraded our training programs for staff in safe resident handling and Gentle Persuasive Approaches to ensure both resident and staff safety and well-being. We take an interdisciplinary approach to care planning, involving residents, families, nursing staff, medical professionals (including attending physicians and consulted specialists), physiotherapists, social workers, pharmacists, Behavioural Supports Ontario, Senior Mental Health Outreach, and Psychogeriatric Resource Consultants when applicable.

We hold quarterly Continuous Quality Improvement (CQI) presentations, where a resident and family member representative join our interdisciplinary team to review statistics, incidents, and changes implemented for improvement. These meetings also provide an opportunity to seek input and feedback from both staff and residents.

Safety is a key focus in our daily management meetings and weekly interdisciplinary quality and safety rounds, ensuring ample opportunities for staff to voice concerns and offer feedback.

PALLIATIVE CARE

At Maple Park Lodge, we are dedicated to ensuring that residents receiving palliative care are made as comfortable as possible in a home-like environment. We prioritize their comfort, dignity, and emotional well-being, providing support to both residents and their families throughout the palliative care journey.

We have implemented a Palliative Care Checklist, which is reviewed regularly to ensure comprehensive care for all residents in palliative stages. Monthly palliative care state reviews and death reviews are held during our Pain and Palliative Care meetings to evaluate care provided, identify areas for improvement, and discuss strategies for enhancing the experience.

When a resident is nearing the end of life, we believe in offering unrestricted access for family and friends to visit and spend time with their loved ones, ensuring they can be present without limitations during this critical time. By fostering an open and compassionate environment, we support both the resident's and family's needs during the final stages of life.

POPULATION HEALTH MANAGEMENT

At Maple Park Lodge, we take a proactive approach to health by carefully reviewing all applicants to ensure we have the necessary resources and staffing to provide the highest quality of care. We recognize that there is a significant population of residents under 65 with mental health challenges who may require a specialized setting more suited to their needs, as they may not thrive in a general long-term care environment.

We work closely with our dietician, Food Service Nutrition Manager, residents, and their families to support a healthy, individualized approach to nutrition and overall well-being. Additionally, in collaboration with our team of physicians, we provide support to residents looking to pursue smoking cessation.

To enhance the quality of life for our residents, we collaborate with multiple external community partners, including Behavioral Supports Ontario, Senior Mental Health Outreach, Psychiatry, Nurse Led Outreach Team, Psychogeriatric Resource Consultant, Physiotherapy, and Palliative Pain Consultants. This interdisciplinary approach ensures comprehensive care and support for all of our residents.

CONTACT INFORMATION/DESIGNATED LEAD

Sandeep Bassan
Administrator
Maple Park Lodge
6 Hagey Avenue
Fort Erie Ontario
L2A5M5
905 994 0224 ext 201
sbassan@conmedhealth.com

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

Sandeep Bassan, Administrator /Executive Director

Grace Zhang, Quality Committee Chair or delegate

Belinda Graye, Other leadership as appropriate
