

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 27, 2025



OVERVIEW

Valley Park Lodge is part of the Conmed Health Care Group in Niagara Falls. Valley Park Lodge is a 65-bed licensed long-term care facility, but due to ward beds we currently house 47 residents. We are excited and looking forward in anticipation as we will be moving into a new building and amalgamating with another Conmed LTC home.

Quality improvement has been at the forefront of our organization and we align our plans with the corporate organizational Strategic Plan, Accreditation Canada, and the homes Quality Improvement Plan. Valley Park Lodge continued to participate in the new RNAO and Ministry collaboration to standardize assessments in the LTC which align with the new Fixing Long Term Care Act and Regulations 2022. We continue to meet the standards set out in the LTC Service Accountability Agreement for 2025-2026.

We continue our collaboration with community partners to create more efficiencies and timely supports for our residents. Some of the supports are Life Labs, Xray/Ultra Sounds, BSO, Public Health, Niagara College and the local District School Board for students. Working with the schools have been a great source for recruitment.

Valley Park Lodge is continuing to work towards improving the QIP's mentioned in the workplan. They all remain current even with the improvements, there is still room for improvement.

ACCESS AND FLOW

Valley Park Lodge has been strengthening its collaboration with community care partners. We utilize many of the partners to better service our residents and to prevent ED visits. We work with the LHIN to maintain our bed occupancy and fill empty beds as quickly as possible.

Some of the services and organizations we utilize consistently is BSO, PRC from SMHO and the community NP. Our pharmacy provider Care RX has a system called BOOMR for gathering the best possible medication history for clients coming to our home to assist our physicians. This program has helped the nurses and prevents errors. We have a good working relationship with HCCSS to fill our beds as quickly as possible.

Through our community NP we have been able to bring residents back to our home instead of them admitted in hospital which helps to free up beds. Our own physicians are very responsive and work with the home to prevent residents from going to hospital when possible.

This year there has been an improvement in the diagnostics being more responsive in a timely manner. The lab services are good for obtaining the specimens but the lab results especially for PCR results are not timely. This is a problem for following up with proper treatments when the swab results are not timely.

EQUITY AND INDIGENOUS HEALTH

Valley Park Lodge is really pleased to say our Strategic Plan supports a Person-Centered Care approach to our residents. Each person is promoted for who they are and their individuality. The Resident's Bill of Rights is a principle we use to meet the needs of our residents.

At Valley Park Lodge we respect each person who enters our building for their individuality. Residents, employees, workers, visitors are respected and it doesn't matter what their background, ethnicity, sexual orientation, language, we strive to meet each persons preferences. Many of our employees are able to converse with residents in their own language, for example, Italian, and Filipino. The managers especially in the resident care departments work with each family to establish a personalized care plan based on preferences.

Our Program department and Resident's Council are very active and help to promote different cultures through activities, and special monthly focuses where they celebrate different cultures and holidays.

We are able to offer care in different languages due to employing a very multicultural care team. Our goal is to provide equal care to each an every resident depending on their individual needs to improve the quality of their life.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Valley Park Lodge has a very active Resident Council. The President has been in our home for many years and she leads the council well. When there are concerns they are brought forward through the council or she feels comfortable meeting with the Administration for something that needs immediate attention. At the Resident Council Meetings the Resident's Bill of Rights is reviewed with the residents.

The management promote many activities for the residents to make their time enjoyable and fun. There are all kinds of special dinners, holidays, fun days for everyone to participate. The activity programs are audited for attendance and residents are asked their opinion, likes and dislikes for all programs, and entertainment. The program manager makes adjustments accordingly as the residents opinions are valued.

There is no Family Council but 2 times a year we have had special days when the families are encouraged to come for an information meeting with food and entertainment. Many families are here throughout the day and evening. The management have an open door policy so many times families will call or visit for information or concerns which are then dealt with in a timely manner. We have a complaints process and policy which is followed.

We are participating in the RNAO Clinical Pathways for all our assessments and admission. This is a great program to standardize information. Care conferences are important and families and residents are encouraged to participate as we review the care provided and want their input for the best possible quality of care.

PROVIDER EXPERIENCE

Valley Park Lodge is a small home with a warm and friendly atmosphere. We are so fortunate that many of our staff in all departments have longevity with us which makes for a great combination of employees when blended with our new people who bring a refreshing dynamic to our workforce. Each employee who is new has orientation, and all staff have education which is completed annually to keep everyone abreast of changes and any new protocols. We have additional education as per department when required along with team meetings.

All the staff enjoy and participate in special appreciation days and, theme days, such as PJ day, dressing up for different themes. We even had a PPE fashion show recently with the residents as judges for the staff who dressed up. It was a big success! We also acknowledge staff for their years of service with gifts. All staff receive a token of appreciation at Christmas to acknowledge their work throughout the year.

We have 2 unions and our management work with them to have harmonious relations and provide good employee benefits. We encourage employees to participate in training to broaden scope of practice. Valley Park Lodge has longstanding relationships with the local colleges and schools to provide consolidation and co-op opportunities. Through our corporate HR we use Indeed, job fairs and career days to find qualified candidates for positions.

We are very proud of our employees and workers and their commitment to our residents and families.

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. We have a strong Joint Health and Safety Committee that meets quarterly or more often as required.

In terms of documentation, the home has adopted the new RNAO admission assessments 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, root causes, and interventions, and prevention strategies.

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.

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.

PALLIATIVE CARE

Valley Park Lodge has a good understanding of Palliative Care and families are very pleased with the care received. Advanced care planning for palliative care, and end-of-life is discussed at care conferences with conversation beginning early so the family have time to discuss and determine their wishes. We promote quality of care and Allowing a Natural Death when the time comes. Our policies indicate we begin with establishing the PPS score and then reassessing annually or more frequently when there is a change in the resident's condition.

The regional Hospice Niagara organization are so helpful, and we bring them in regularly to educate our nursing and recreation staff on palliative care. We discuss ways to support the residents and their families. We want the experience to be as warm and caring for them. Through the education we prepare staff for what to expect and we explore their thoughts, feelings, and beliefs surrounding death and dying. We discuss comfort measures and pain management.

Families really appreciate that we don't need to send residents to hospital and we can provide end-of-life care here at Valley Park Lodge.

POPULATION HEALTH MANAGEMENT

Valley Park Lodge has integrated many partner services to improve the quality of care we are able to provide our residents. In the area of mental health and behaviours we work very closely with BSO and Seniors Mental Health Organization (SMHO). The PRC and BSO we have in our region are very helpful and work with us in creating strategies for improving the health, and responsive behaviours, identified. Many family members, and staff struggle to find the best methods to respond in a therapeutic way to our residents who are struggling with mental health and/or behaviours due to disease processes.

We have a great team of allied health professionals who we work closely with, such as, physiotherapists, pharmacists, social worker, palliative care consultants and registered dietitians.

Diagnostics and specialist care has also expanded through the Mobile diagnostics which do x-rays and also ultra sounds. We have a Registered Nurse who provides regular visits for foot care for our residents. The NP has been able to assist us with specialized care for residents returning from the hospital, and for wound care.

We work very closely with our Public Health Unit during outbreaks, and in the prevention of outbreaks. The IPAC Hub is great for assisting in the procurement of supplies.

Valley Park Lodge appreciates and is actively working with Health partners to improve the quality of life for each resident.

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 27, 2025

Neil Simon, Board Chair / Licensee or delegate

Cindy Harbridge, Administrator /Executive Director

Grace Zhang, Quality Committee Chair or delegate

Belinda Graye, Other leadership as appropriate
