

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 3, 2025



OVERVIEW

At Trent Valley Lodge, we believe that each step taken in our quality journey is a step closer to providing our residents with the highest standard of care. Overall, our QIP goals and objectives are intended to enable change so that improvements can be observed and implemented. Our QIP aligns with strategic and operational plans as we focus on change management; creativity in the development and implementation of unique resident programs and fostering a culture of making a difference at the front line. The plan is linked to our Homes Mission, Vision and values and demonstrates what is possible with knowledge, love, support and understanding.

Our Quality Improvement Plan further aligns with our LSAA agreement with the South East LHIN with a strong focus on access and flow in regards to our resident front line care, equity throughout the whole home, experience, and safety. We continue to be proud of our standing with Accreditation Canada and utilize their standards and Required Organizational Practices to evaluate and continuously improve upon the care we provide.

Our Quality Improvement Plan is a reflection of the Quality Indicators selected provincially.

ACCESS AND FLOW

Trent Valley Lodge is excited to be working alongside our very own Nurse Practitioner who is optimizing all benefits of the health care system to better provide care for the residents of TVL.

Through partnerships in the community as well as initiatives through Ontario Health, TVL is working to diminish the need for emergency room visits through the model of care provided by our Medical Directors and Nurse Practitioner. Education is continuously being provided to the care providers to address concerns sooner, allowing the care providers to ensure residents can receive the immediate care they need without the need to be sent to the local ER.

We are very excited to now have a bladder scanner in the home, ECG machine, hemostat and soon our own IV administrative set. These new devices will be able to better care for comorbidities such as COPD, immediate treatment of pneumonia, asthma, and angina, cellulitis, CHF, dehydration, diabetes, gastroenteritis, hypertension, hypoglycemia, injuries from falls etc. Staff will also be able to better direct care with the use of the hemostat for quick hemoglobin results, as well as ECG's to determine immediate course of action for those who are experiencing signs/symptoms of heart concerns.

EQUITY AND INDIGENOUS HEALTH

Trent Valley Lodge is committed to driving improved and equitable outcomes to reduce health inequities across the province. New education is being introduced and further developed in regards to equity, inclusion, diversity, and antiracism; First Nations, Inuit, Metis, Urban Indigenous. TVL recognizes that all efforts in regards to the care needs shall be met with no prejudices. Residents have the right to fully education care providers where the residents will have the right to speak up in regards to the care they are provided and know that they are heard within the home. Improvements to our in-home survey are continually reassessed and evaluated to ensure the residents feel heard. We are happy to have a resident's council that actively participates in the events of the home and are a voice for all who live here at TVL. Trent Valley Lodge is working closely with our Behavioral Support Team with ongoing education in regards to equity throughout the home as well.

Our home is currently working on changes the language in our Collective Agreement, as well as creating a framework for the home and finalizing policies.

Our residents with indigenous status are recognized and respected. As well we recognize the land that we are on. This is incorporated into our DEI at Trent Valley Lodge.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Through our resident experience survey, and family survey we have incorporated new activities and experiences for the residents. We include our council in the menu planning as well as the activities for the quarter. Trent Valley Lodge spends time with the new resident and family to gather information on activities that their loved ones participated in the past and how we can transition then easily to the activities that are ongoing throughout the home. Our PTA's provide exercises that can be incorporated into the everyday activities of our residents as well.

We have been excited to have church services for the residents, as well as Bible studies starting up as per resident request. We continually strive to ensure all our residents have a voice and are heard.

PROVIDER EXPERIENCE

Trent Valley Lodge continues to be concerned regarding the shortage of healthcare working in our province. TVL has launched a new sign-on initiative to onboard new staff to our home. You will see us participating in job fairs around the area, and host online events through indeed as well. To date we have hired 5 new RPN's which has helped the home immensely. We have been happy to host our RN nursing students for placement as well as work closely with Gates College, Loyalist College, and Loyola Learning Institute to provide a place to grow on their education. We are still in need of filling RPN FT and PT lines to which we are having to hire in agency staff to cover at this time.

Our staff work very hard to ensure there is staffing available to the residents but are facing burn-out due to the increase needs and

request to work more than their scheduled shifts.

We are working together to create attendance initiatives where every quarter attendance is reviewed and those who did not call in for a shift are placed in a draw. Trent Valley Lodge hosts staff appreciation days where BBQ meal is provided for all staff.

Communication to families occurs through our Facebook page. We have an internal announcement page for all staff to stay informed on new things happening in the home as well as outbreak information and new resident information. We recently transitioned to online Surge

Learning to give our employees the time to work on their education in the comfort of their own home and on their own time. Surge Learning has helped immensely with educating new staff coming through the home as well.

SAFETY

Trent Valley Lodge said good-bye to our IPAC lead nurse earlier in the year. One of our senior nurses have taken on this new role and we are very happy to have had a smooth transition between the two staff. We are focusing largely on audits and ensuring that all staff are well educated on proper hand hygiene and PPE donning and doffing. We have taken on a new digital program that allows us to track all infections and outbreaks as well as complete these audits for further analyzing. The program also track our antibiotic usage and trends on UTI frequencies.

We have also welcomed an Assistant Director of Care who has taken on our wounds and falls program. She has completed her wound care courses and is also working closely with our PT to ensure the

residents transfer safety is well taken care of. Weekly meetings are held to discuss changes in care directed towards changes in mobility whether it be from a fall, change in health status, or it be a new admit. Staff are informed immediately of these changes on the status board in their rooms.

Our team also works closely with BSO to monitor residents with behaviours associated with diagnosis. They host quarterly meetings to discuss how the care plans are working and make changes as needed. TVL also works with Seniors Mental Health advisors to equip the staff with means on how to care for our elderly with Mental Health Illnesses. We are happy to have new courses coming this summer regarding Addictions and Acquired Brain Injuries as well.

The Director of Care and Nurse Practitioner have been working on getting a defibrillator in the home and providing training to all staff on this device.

POPULATION HEALTH APPROACH

Trent Valley Lodge works with a variety of health care partners in the Quinte West area to provide a well-rounded approach to all different health matters. Our Nurse Practitioner works closely with the local ER department to defer any non-emergent sends.

As mentioned above, the home works with Seniors Mental Health and BSO to help with holistic care around the new demographic that we are seeing come through LTC. As the age of our serving demographic seems to be younger, we are being presented with different health issues. These resources support the home so we can provide a safe space for these residents.

Quinte Access has been a transport provided for a long time and we are happy to work with them to get our residents to appointments or places outside the home. This year we also welcomed a new resident whose diagnosis we had not dealt with before in the home. This brought on new challenges, and welcoming the support from the family and community to allow the resident to continue his participation in the community and programs while receiving the care he requires here in the home.

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 **June 21, 2024**

Kelly Ross, Board Chair / Licensee or delegate

Kelly Ros, Administrator /Executive Director

Kelly Ross, Quality Committee Chair or delegate

Other leadership as appropriate
