

Let's Make Healthy
Change Happen.



Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario



MAPLE PARK LODGE

A DIVISION OF CONMED HEALTH CARE GROUP

3/31/2023

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

ontario.ca/excellentcare

Overview

Maple Park Lodge is a Long Term Care Home located in Fort Erie that strives to provide excellence and quality care to our residents. We have a capacity of 96 beds.

Reflections since your last QIP submission

Since our last QIP submission, we have implemented our Nexsys system for on site dispensing of stat medications as ordered by the physician. This should improve patient safety and expedite access to medications as well as prevention of potential errors in medication management. This is audited by management and pharmacy quarterly to ensure it is meeting our residents needs. Staff have received education regarding the usage of the Nexsys system, as well as individual log in access. They also have access to an online forum for trouble shooting in case of issue.

Corporately we have also adopted Extendicare policies to align with the fixing long term care act. These have been made accessible to all staff for reference and we continue with ongoing education to ensure adherence to these policies.

In addition to this we have received training and are in the process of roll out for secure communication portal embedded in Point Click Care, to allow for communication between the nursing team and health care providers with automatically generated documentation.

Patient/client/resident engagement and partnering

We place the highest of importance on Resident and Family Centered Care and are continuously encouraging and recruiting for more opportunities of resident and family involvement in our decision making at Maple Park Lodge. This includes participation in Continuous Quality Improvement initiatives where we review statistics and facility programs. We have an open door policy and encourage open lines of communication and transparency in all aspects of life at Maple Park Lodge. We continue to highlight the importance of resident and family connectedness with the health care team to ensure their voice is and concerns are expressed and advocated for. This includes encouraging attendance for team conferences with the resident and submitting resident satisfaction surveys for feedback in order to improve the quality of care at Maple Park Lodge.

Provider experience

We encourage open communication between employees and management for any work related concerns. We provide opportunity in the form of weekly bullet rounds for staff to express any concerns or new ideas to improve the quality of resident care. We have been working alongside agencies to provide consistent, regular full time staffing to complement our own Conmed employees. We communicate with our agencies continually for any concerns regarding standards of care provided by their employees which allows us to rectify immediately. We continually work towards providing a clean, comfortable, work conducive environment for our employees.

Workplace Violence Prevention

At Maple Park Lodge we have a strict zero tolerance policy for workplace violence. Any and all voiced complaints brought forward to management are investigated thoroughly in a timely manner as per policy to ensure both staff and resident safety, which is our top priority.

We collaborate with all external resources available to us to provide an interdisciplinary, holistic approach to care planning for our residents, especially those with complex mental health conditions. These include social work, physio, behavioural supports ontario, seniors mental health outreach, pharmacists, palliative care and pain consultants and physicians.

Patient safety

We promote active participation of staff in the review of safety related incidents, as well as altering of care planning for those involved at the time of occurrence. We conduct post fall safety huddles on the units after these incidents occur to ensure review of current safety interventions as well as the need for implementation of new safety interventions.

We have developed a quarterly continuous quality improvement report that is shared with internal and external partners as well as family members and residents at family and resident council and at the meeting itself. Incidents and statistics are reviewed by the Professional Advisory Committee and also reviewed at Bullet Rounds with staff.

Health equity

We are a non discriminatory operational long term care home. We treat all residents and staff with respect regardless of orientation or culture. Managers are trained in cultural sensitivity and culturally sensitive care which we bring forward to the staff.

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

Board Chair / Licensee or delegate Neil Simon _____ (signature)
Administrator /Executive Director Carole Jukosky _____ (signature)
Quality Committee Chair or delegate Xiaohui (Grace) Zhang _____ (signature)
Other leadership as appropriate Belinda Graye _____ (signature)