



Interim Quality Improvement Plan 2022

Groves Park Lodge Continuous Quality Improvement Initiative 2022-2023

At Groves Park Lodge, our mission statement includes our commitment to the quality healthcare that we provide. Recently Accredited with Exemplary Standing through Accreditation Canada, our Home works to develop Continuous Quality Improvement through resident, staff and family feedback, Best Practices and through the evaluation of quality indicators.

Groves Park Lodge's Continuous Quality Improvement Initiative is developed not only with our mission statement in mind, but to include the vision and the values upheld in our Home.

Mission, Vision & Values

Mission Statement

Groves Park Lodge is committed to providing quality care for residents, and peace of mind for families.

Vision

"A Home away from Home"

Statement of Values

Compassion:

We recognize and understand the needs of others and respond in an honest, empathetic manner.

Excellence in Care:

We advocate for, and provide quality long-term care, while promoting independence in a safe, home-like environment.

Respect of Others:

We honour the dignity, individuality and uniqueness of people, and respect their beliefs and their rights to personal choices in their care.

Integrity:

Groves Park Lodge acts with openness and honesty to demonstrate accountability and professionalism.

Accountability:

Groves park Lodge strives to be accountable to our residents, their families and the individuals we serve, through active collaboration with our community partners.

Leadership:

Groves Park Lodge strives to be an environment where our willingness to work as a team of equally valued partners means that all voices are heard

How Priority Areas were Determined:

1. Benchmarking – review and analysis of each Groves Park Lodge statistic and marker against those of other Long-Term Care homes in our region, and provincially, through data provided by the Canadian Institute for Health Information (CIHI)
2. Best Practice Guidelines – through the implementation of Best Practice we use evidence-based, up-to-date information to ensure quality care in our quest for improved resident outcomes in all areas.
3. Resident and Family Surveys – At Groves Park Lodge, with the provision of Resident-Centered Care, our Resident’s voices matter. Through our annual satisfaction surveys, we are able to better comprehend what matters most to those in our Home, and to identify areas to improve upon.
4. Information from Care Conferences – Held on admission and annually, these conferences are comprised of the Resident, their POA or SDM as applicable, our Director of Care, the resident’s doctor, our Resident Centered Care Coordinator, as well as members direct care, dietary and recreation staff. Any concerns brought forward are addressed, and are at times used to inform our Continuous Quality Improvement Initiative at Groves Park Lodge.

Groves Park Lodge Quality Improvement Priorities:

1. The Approach and Provision of Palliative Care – Strive to:
 - Identify and assess the needs of palliative resident and their family
 - Provide timely access to Palliative Care
 - Initiate discussion regarding Goals of Care and develop Resident-Centered Care Plan
 - Provide pain management, education, and psychosocial support to Resident
 - Provide education and support to families
2. Medication Management – Our ultimate goal is to uphold the safety of our residents through regular review of Patient Safety Incidents in conjunction with our pharmacy, and with routine education days held for our Registered Staff. Groves Park Lodge follows the Institute for Safe Medication Practices (ISMP) Canada’s developed lists of high-alert medications for Long-Term Care, and information is provided and posted for each individual medication listed. Well developed Medication Management policies are in place to address specific issues such as medication management at care transitions, and the utilization of two factor identification before any medication is administered.
3. Fall Prevention Program – Our Falls Prevention Team review incidents, and report to Continuous Quality Improvement Team in order to monitor trends and ensure the policies in place are working to reduce the number of falls that occur in our Home.
4. Utilization of Antipsychotics – Focus on the process of reducing inappropriate use of antipsychotic drug use through regular review of the percentage of Groves Park Lodge residents who are taking these drugs without a diagnosis of psychosis. As these drugs are sometimes used to manage behaviours in residents who have dementia, careful monitoring is required, to ensure safety and quality of care.

How Progress Will Be Monitored, Measured, Evaluated and Outcomes Communicated:

1. Quarterly QI Meetings are held and reports are provided from team leads with regards to areas we have identified as priorities, in addition to all other provincial QI requirements. Data is analysed and trends are identified. Information is provided as to upcoming goals, and updates provided as to goals that have been met, or are in process.
2. Continuous Quality Improvement Boards are posted at Groves Park Lodge so that our residents, their families, our staff, and others visiting our home can review all up to date data and see our upcoming goals.
3. CQI information is shared with our residents at Resident Council Meetings, with families at Family Council Meetings and with our employees at any Staff Meetings.
4. CQI information will be posted to our website.
5. We will evaluate our outcomes by reviewing trends, and by benchmarking with other Long-Term Care Homes to ensure that the measures that we are taking at Groves Park Lodge are concrete and effective in the provision of quality care.