

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 27, 2025

OVERVIEW

Groves Park Lodge takes pride in the quality care we provide. Groves Park Lodge is dedicated to delivering outstanding care to residents and peace of mind to their families. The QIP aims to improve the quality of life for our residents by setting positive goals and objectives. Throughout our Quality Improvement Plan, we prioritize change, design and execute resident programs to create positive change. The Quality Improvement Plan is in line with Ontario Health's patient-centered care goals, with a focus on safety, well-being, and overall resident experience. Groves Park Lodge is an accredited home with exemplary standing.

ACCESS AND FLOW

To understand the wishes of our residents and families, our home offers four different levels of care. These levels assist in informing staff and doctors on call about the appropriate care of action in the event of a medical crisis.

Groves Park Lodge has uploaded our registered staff to have five medication carts on days and evenings, with three medication carts on nights.

Our registered staff work at their full scope of practice. This helps reduce emergency room visits and hospitalizations.

Groves Park Lodge offers an active palliative care team, enabling our residents to remain at home in a familiar environment for end-of-life care.

EQUITY AND INDIGENOUS HEALTH

Groves Park Lodge has been working closely with the Ottawa Valley Health team, developing a framework to ensure an inclusive home and work environment. This has included posting signage indicating we are an inclusive environment and open to diversity and inclusivity, along with Indigenous Land acknowledgment signage and recognition before council meetings. Groves Park Lodge is a multicultural and diverse workplace, with a recruitment program in bringing international staff on board. Job postings welcome diversity and inclusiveness and staff are also receiving training on Equity and Inclusion, through Surge Learning.

PATIENT/CLIENT/RESIDENT EXPERIENCE

The voices of our residents and their families will continue to drive our quality improvement efforts forward. Our goal is to provide each of our residents with a care experience that is resident-centered and reflective of each person's unique characteristics.

Groves Park Lodge believes our residents, families, and caregivers all benefit from the opportunity to make meaningful input into how our home delivers care and services.

Groves Park Lodge responds to the feedback from our residents and families by utilizing the information received to improve the residents' experience within our home.

The Home conducts a resident satisfaction survey and shares the results with residents and their families. The survey results are reviewed and discussed with the Resident Council, the Family Council, and the Quality Improvement Multidisciplinary Team.

At admission and yearly care conferences, we encourage families to provide feedback to make sure that the experience of our residents is an enjoyable one. We also use this feedback to make improvements to our care plan as necessary.

The Home's Resident Wellness Co-Ordinator follows up with families after admission to answer any questions and address any concerns.

PROVIDER EXPERIENCE

Groves Park Lodge prides itself on the experience it offers to its

employees/staff.

1. Groves Park Lodge now has a Clinical Educator to help support our nursing department in the day-to-day tasks required to do their job efficiently.
2. Groves Park Lodge collaborates with colleges to offer the Personal Support Worker course to eligible staff.
3. Groves Park Lodge is committed to providing excellent training and support for our valued Personal Support Workers. A seasoned Personal Support Worker mentor provides guidance and ongoing support to our newer employees and staff who might need support.
4. All managers have an open-door policy where employees can come and talk to them.
5. We offer in-house education for staff through team huddles, in-services, on-the-spot education, and through online Surge Learning.
6. At Groves Park Lodge, the home offers in-house vaccinations to staff.
7. Following the death of a resident, the home's Resident Wellness Coordinator offers debriefing sessions.
8. At Groves Park Lodge we pride ourselves on the experience we offer to our employees/staff. One of the many ways we support our staff is by having service awards for our employees at five, ten, fifteen, twenty, and twenty-five plus years. We also hold a Staff Appreciation Dinner annually.

SAFETY

Groves Park Lodge has many safety processes in place:

1. Groves Park Lodge is a secure building. We have swipe access cards for our employees for entry and exit. In addition, we use the swipe access cards for entry to certain areas in the home. Guests can use the swipe access cards for entry between 9 am and 7 pm. Outside of these hours, guests must ring for assistance.
2. Groves Park Lodge's fall prevention team performs fall risk assessments and implements interventions and strategies to reduce the risks of falls. The team also reviews any falls that occur. Every month, all falls that occurred the month prior are reviewed with the Quality Improvement team.
3. Groves Park Lodge has an active Behaviour Support Ontario (BSO) team. This team works with our residents and staff to implement management strategies to aid with behaviours.
4. At Groves Park Lodge, we provide Gentle Persuasion Approach (GPA) training onsite to staff in all departments.

PALLIATIVE CARE

We have a dedicated palliative care team at Groves Park Lodge. This allows our residents to stay in their familiar surroundings and receive comfortable, supportive care at the end of life. We are committed to caring for our residents to the best of our ability, and we aim to make this process as easy as possible.

In partnership with the Family Council, the Resident Wellness Co-

Ordinator provided education to families on Advance Care Planning.

On an ongoing need, the home monitors Palliative Residents for end-of-life care.

Open communication with families and residents is a huge aspect of the Palliative care our team provides. We always welcome family visits and feel that open and honest communication between everyone involved can relieve stress during such a difficult time.

Our Physicians are well-versed in palliative care and what it entails, including pain management, symptom relief, and psychosocial support.

Our Home's Resident Wellness Co-Ordinator supports our families and residents on end-of-life care.

Groves Park Lodge offers a private suite for residents and their families so they have privacy at the end of life. The Dietary Department also provides Nutritional support to families.

In addition, the home also provides spiritual care for families and residents who request it.

POPULATION HEALTH MANAGEMENT

At Groves Park Lodge, we believe our residents' lives can be enhanced by taking advantage of the access we have to many community groups and programs.

- 1 Our visually impaired residents have access to the CNIB support groups. Audiobooks are available through the local library, and we also have access to Braille Books.
2. We collaborate with Geriatric Mental Health to help assess concerns and current medications for residents living with mental health illnesses. By collaborating, we can implement interventions to improve the quality of life for our residents.
3. In addition to the above, the Resident Wellness Co-Ordinator assists our residents in accessing support groups that may benefit them.
4. Groves Park Lodge continues to have strong relationships with our community partners, including hospitals, physicians, pharmacies, and others, and this enables us to collaborate to coordinate the care of our residents. We have regular communication with those partners, and we strive to ensure excellent continuity of care for our residents.

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 **March 27, 2025**

Syed.M.Hussain, Board Chair / Licensee or delegate

Donna Pinkham, Administrator /Executive Director

Dawn Cameron, Quality Committee Chair or delegate

Other leadership as appropriate
