

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 30, 2026

OVERVIEW

Groves Park Lodge is deeply committed to providing a safe, welcoming, and supportive home for our residents. We take great pride in the compassionate, high-quality care we deliver, offering comfort and peace of mind to families who entrust us with their loved ones. Our Quality Improvement Plan (QIP) focuses on enhancing each resident's quality of life through thoughtful goals and meaningful objectives that reflect their needs, preferences, and well-being. We design and implement resident-centered programs through ongoing evaluation and improvement to foster dignity, comfort, and positive daily experiences. This QIP aligns with Ontario Health's patient-centered care principles, emphasizing safety, well-being, and a positive resident and family experience. As an accredited home with exemplary standing, Groves Park Lodge remains dedicated to providing a place families can trust and residents can truly call home.

ACCESS AND FLOW

To ensure the wishes of residents and their families are respected, Groves Park Lodge provides four distinct levels of care. These levels guide staff and on-call physicians in determining the appropriate interventions during a medical event or crisis.

The home maintains an adequate complement of registered staff, with five medication carts available during day and evening shifts and three carts during night shifts. Our registered staff practice to their full scope, supporting resident care and contributing to the reduction of emergency department visits and hospitalizations. Groves Park Lodge also offers an active palliative care program, enabling residents to receive compassionate end-of-life care in the comfort of a familiar home environment.

EQUITY AND INDIGENOUS HEALTH

Groves Park Lodge is committed to fostering an inclusive and welcoming environment for all residents and staff. As a multicultural workplace, we actively recruit international staff and promote diversity through inclusive job postings, Equity and Inclusion training via Surge Learning, and visible signage throughout the home, including Indigenous Land Acknowledgment.

Our Equity and Diversity Committee plays a central role in guiding initiatives, promoting open dialogue, and ensuring our policies and practices reflect a culture of respect, understanding, and belonging.

PATIENT/CLIENT/RESIDENT EXPERIENCE

The voices of our residents and their families are central to driving our quality improvement efforts. Our goal is to provide each resident with a care experience that is truly resident-centered and reflective of their unique needs and preferences.

At Groves Park Lodge, we believe that residents, families, and caregivers all benefit from having meaningful opportunities to provide input on how our home delivers care and services. We actively respond to this feedback, using it to enhance the overall experience for our residents.

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

We also encourage families to provide feedback at admission and during yearly care conferences to ensure that residents' experiences are enjoyable and aligned with their needs. This feedback is used to make any necessary improvements to individualized care plans.

Additionally, our Resident Wellness Coordinator follows up with families after admission to answer questions, address concerns, and support a smooth transition into our home.

PROVIDER EXPERIENCE

Groves Park Lodge is proud to offer its employees and staff a supportive and engaging work environment. We have a Clinical Educator to support our nursing team in performing daily responsibilities efficiently. We collaborate with colleges to offer the Personal Support Worker (PSW) course to eligible staff, promoting career growth and development. Our PSW mentorship program provides guidance and ongoing support to new employees and those needing additional assistance. All managers maintain an open-door policy, encouraging staff to share ideas, concerns, or questions freely. Staff education is delivered through team huddles, in-services, on-the-spot training, and online Surge Learning modules. The home also provides in-house vaccinations, supporting staff health and wellness. Following the passing of a resident, our Resident Wellness Coordinator offers debriefing sessions to support staff emotionally. We celebrate and recognize our staff through service awards at five, ten, fifteen, twenty, and twenty-five-plus years of service, as well as an annual Staff Appreciation Dinner. At Groves Park Lodge, we are committed to creating an environment where staff feel valued, supported, and equipped to provide the highest quality care to our residents.

SAFETY

At Groves Park Lodge, safety is a top priority. The building features controlled access for staff and guests, and our fall prevention team conducts risk assessments and reviews all incidents to reduce falls. Our Behaviour Support Ontario (BSO) team works with staff and residents to manage responsive behaviors, and all employees receive Gentle Persuasion Approach (GPA) training to ensure care is safe, compassionate, and effective.

PALLIATIVE CARE

At Groves Park Lodge, we have a dedicated palliative care team that ensures residents can remain in the comfort of their familiar surroundings while receiving compassionate, supportive care at the end of life. Our goal is to provide comfort and dignity, making this process as smooth and reassuring as possible for both residents and their families.

In partnership with the Family Council, our Resident Wellness Coordinator provides education to families on Advance Care Planning, helping them make informed decisions. Residents receiving palliative care are closely monitored to address their evolving needs, and open communication with families is a key part of our approach. We encourage family visits and maintain honest, supportive dialogue to help reduce stress during this difficult time. Our physicians are experienced in palliative care, including pain management, symptom relief, and psychosocial support, while the Resident Wellness Coordinator ensures ongoing guidance for families and residents. Groves Park Lodge offers accommodations for residents and their families to provide privacy and comfort at the end of life.

Additional supports include nutritional care from our Dietary Department and spiritual care for residents and families who request it, ensuring holistic care that honors the resident's physical, emotional, and spiritual well-being.

POPULATION HEALTH MANAGEMENT

At Groves Park Lodge, we are committed to enhancing residents' quality of life by connecting them with a wide range of community programs and resources tailored to their needs. Our visually impaired residents have access to CNIB support groups, audiobooks through the local library, and Braille materials, helping them remain engaged and independent. We work closely with Geriatric Mental Health services to assess residents with mental health conditions, reviewing medications and implementing interventions to support their emotional well-being and overall quality of life. The Resident Wellness Coordinator further assists residents in accessing additional community support groups that align with their personal interests and needs. Groves Park Lodge also maintains strong partnerships with hospitals, physicians, pharmacies, and other community providers. Through regular communication and collaboration, we ensure that care is coordinated and consistent, promoting continuity, safety, and the best possible outcomes for our residents.

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 30, 2026**

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

Donna Pinkham, Administrator /Executive Director

Dawn Cameron, Quality Committee Chair or delegate

Other leadership as appropriate
