

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

August 20, 2024

OVERVIEW

Parkview Meadows is a Christian not-for-profit community established in 1984 by the Nanticoke Senior Citizen Homes Inc. The home consists of 140 apartments/suites and 64 long term care beds. This is a medium sized rural home.

Parkview Meadows provides affordable and community living arrangements for individuals fifty-five years of age and older. The organisation is committed to assisting each resident to function at his/her highest level of independence and to live a life with dignity and sense of worth and value. This is done in the context of a Christian community where there is support for the residents' physical, spiritual, emotional, social and financial needs.

Parkview Meadows is located in a stunning natural area in Townsend, Ontario in the heart of Haldimand-Norfolk. The facility is a fully secured community of rental units, life lease units, assisted care units and long term care home, located close to parks and walking trails.

Our Residents:

As per 2022-23 CIHI Health System data:

- 71.4% of Long-Term Care Residents are Older Than 85,
- 2.5% Younger Than 65
- 64.6% are Females
- 58.8% of our residents have a diagnosis of Dementia

ACCESS AND FLOW

For 2023 reporting year, the home has significantly less (less than 5 occurrences) hospital transfer that are potentially avoidable compared to the other LTC homes in the region. This is achieved due to the collaborative nature of care provided to the residents in partnership with the Medical Director/Attending Physician, Roulston's Pharmacy, residents/families and consistent staffing. For the current year, we will be partnering with Community Paramedicine Program through Haldimand County. On admission and during annual conferences, the interdisciplinary team discusses goals of care with residents and their families. Our home supports an active palliative and end of life care.

In partnership with Home and Community care, Gardenview supports admitting residents who are on our wait list within a short time frame.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Residents and their families play an active role in the care and services delivered here at Gardenview LTC. We have an active resident and family councils, who meet on a regular basis. Home completes annual satisfaction survey for both residents and their families. Residents who are newly admitted to the home has an 6 week care conference with the interdisciplinary team to review the plan of care and to meet/greet the team.

Our LTC home has a responsive concern management process, and the team is committed to resolving issues in a timely fashion. The process is evaluated annually and is monitored as part of the Quality Improvement Program.

PROVIDER EXPERIENCE

Given the rural location of our LTC home, we have challenges in recruiting talents for nursing and allied health. Home has active partnership with community and private career colleges, providing placement assistance to PSW, Recreation and Social services program. With the increase in the per diem funding, the home is working with the Union to increase the staffing levels to support the care needs of the resident.

SAFETY

Gardenview LTC has embedded safe and just culture in our clinical and non clinical programs. All residents are assessed on admission, routinely thereafter and as needed when ever there is a change in condition, to proactively anticipate risk issues and take actions to prevent them. This concept is covered in annual mandatory education that are delivered via Surge learning platform.

We have an active Joint Occupational Health and Safety Committee with representatives from front line team and management to proactively conduct inspections and review system failures. Home's quality improvement team actively participates in safety initiatives.

Annually, the home conducts program evaluations for all programs. Changes identified during the evaluation are discussed and improvement initiatives are developed.

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 28, 2024**

Parkview Meadows, Board Chair / Licensee or delegate

Parkview Meadows, Administrator /Executive Director

Parkview Meadows, Quality Committee Chair or delegate

Parkview Meadows, Other leadership as appropriate
