

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

February 28, 2025



## OVERVIEW

Parkview Meadows is a Christian not for profit community established in 1984 by the Nanticoke Senior Citizen Homes Inc. The community consists of apartments and suites, along with 64 Long Term Care beds named Gardenview. A medium sized rural home. Gardenview offers a home-like comfortable living environment with facilities that set it apart from similar facilities such as the climate-controlled non-smoking environment and a choice of private or standard rooms with ensuite washrooms.

Parkview Meadows is located in a stunning natural area in Townsend, Ontario in the heart of Haldimand-Norfolk.

## ACCESS AND FLOW

To further streamline our medical services, Gardenview welcomes a phlebotomist weekly and provides in-house access to diagnostic imaging services, reinforcing our commitment to comprehensive and accessible healthcare for our residents.

Our team recognizes that to build capacity, recently a partnership with our home and the local NLOT team was created to offer short-term intravenous therapies and address acute care needs in house as much as possible. This program will allow us to provide residents the comfort and care they need from the location they prefer to be in.

## EQUITY AND INDIGENOUS HEALTH

At our home, we prioritize the diverse needs of the residents who live with us. During their admission and the initial weeks, residents are encouraged to share key aspects of their cultural background, values, traditions, wishes, and beliefs.

Parkview Meadows, including Gardenview LTC home, is an equal opportunity employer.

Our code of conduct outlines our commitment to anti-violence and anti-harassment policies while upholding a high standard of respect for all employees.

We recognize the importance of educating our staff on the complex topics of equity, inclusion, diversity, anti-racism, and Indigenous health. Currently, we are in the process of developing training programs to address these areas, ensuring we remain proactive in adapting to the evolving diversity of our community and any demographic changes, in order to enhance education, training, and service delivery.

## PATIENT/CLIENT/RESIDENT EXPERIENCE

Residents and their families play an active role in the care and services delivered here at Gardenview LTC, we have active resident and family councils, who meet on a regular basis. The home completed annual satisfaction surveys for both residents and their families.

Newly admitted residents are scheduled a 6 week care conference with the interdisciplinary team to review the plan of care and meet the team members.

The LTC home has a concern management process, and the team is committed to resolving issues in a timely fashion.

## PROVIDER EXPERIENCE

Given the rural location of our home, we have faced challenges in recruiting talents for some positions. In the past year the home has welcomed 20+ students to do PSW placements within our facilities, some of which have joined our team as staff members following their graduation. This initiative in place with the local colleges will continue as it has been shown that this is one way to increase our staffing levels.

Our Recreation program has also benefited with students from the Social Services program.

Staff education is also an ongoing focus as we believe it is important to support the continued education that in turn produces favourable resident outcomes.

## SAFETY

Gardenview has embedded safe and just culture in our clinical and non clinical programs. Resident assessments are conducted routinely and as needed due to changes in condition, allowing for anticipation of any risks or issues needing intervention.

The home has a Joint Occupational Health and Safety committee with representatives from front line teams and management who proactively conduct inspections and review system failures.

Annual staff education is delivered through education platform Surge learning which tracks all staff completion.

## PALLIATIVE CARE

Our Palliative Care Program focuses on providing compassionate care to residents, improving their quality of life by addressing physical, emotional, and spiritual needs while supporting families and caregivers. The program begins with a Palliative Care assessment, where registered staff and our Pastor meet with each resident to understand their beliefs and preferences.

The Palliative Care Committee, composed of a multidisciplinary team, guides the program's development, evaluates complex cases, and ensures ongoing care adjustments. They also monitor patient outcomes and satisfaction, addressing ethical issues to ensure care aligns with patients' values and preferences. The committee fosters communication across disciplines, ensuring comprehensive, compassionate care for every patient.

Education and training are integral to our program. We believe all healthcare providers should understand palliative principles to enhance care. Staff education includes workshops and seminars led by palliative care experts, promoting teamwork and knowledge-sharing across disciplines to ensure holistic patient care.

Our commitment to continuous education ensures that staff are equipped with the skills, knowledge, and emotional resilience necessary to provide high-quality care to patients and families. Through assessments, collaborative efforts, and ongoing education, our Palliative Care Program addresses the needs of patients with serious illnesses, providing meaningful support and improving quality of life during challenging times.

## POPULATION HEALTH MANAGEMENT

Infection and disease prevention stays true as a primary population health approach. Collaborating with Ontario Health, our local IPAC Hub, and Public Health, we track infections and disease trends, with emphasis on local trends. These trends help us prioritize our prevention interventions, including sharing protection measures, education for families and staff, vaccination schedules, and assurance that we have the equipment and supplies required to protect residents, staff, and families.

Gardenview's population varies with a combination of residents living with dementia, residents with complex care needs and residents who have previously lived in supportive housing environments.

The home works very closely with the Behavioural Support Ontario (BSO), scheduled regularly to be on site for any support that may be needed. In addition, the Psychogeriatric Resource Consultant (PRC) provides ongoing education to staff to improve their knowledge and skillsets in management of a resident with complex responsive behaviors.

Our local Nurse Led Outreach Team (NLOT) has recently offered their services to our home. Through their service utilization we are able to minimize unnecessary transfers and can continue to support our residents in their home environment.

## 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

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Board Chair / Licensee or delegate

Administrator /Executive Director KEN



Quality Committee Chair or delegate KRUSTAL

Other leadership as appropriate

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