

# **Southlake Residential Care Village**

## **Quality Improvement Plan**

*Updated 2022*

### **OVERVIEW**

Southlake Residential Care Village is a Long- Term Care Home with a full accredited not-for-profit, 192 long-term care beds and 32 Interim beds located in Newmarket, Ontario. Working in partnership with Extendicare Assist, Southlake Village uses Extendicare's Quality Framework to achieve success in all aspects of quality, including quality of care, quality of life, safety, regulatory compliance, employee engagement, as well as resident and family satisfaction.

The goal of the 2022/23 QIP is to continue to improve our performance and contribute to an integrated healthcare system. We will continue to reach out to and engage all staff in quality initiatives enhance our leadership capacity and create a culture that is caring, responsive and resident-centered, ensuring high quality of care is achieved.

### **Southlake Residential Care Village's Mission, Vision and Values**

#### **Mission**

Together We Create A Home That Enriches Lives

#### **Vision**

Celebrate Life, Hand In Hand; Heart To Heart

#### **Values**

##### ***Residents First***

Always Consider Residents' Rights And The Best  
Interest Of The Resident  
Continuously Advocate To Enhance Quality Of Life

##### ***Excellence in Service***

Commit To Providing Purposeful, Compassionate  
And Personalized Care For All Residents

##### ***Seize Every Moment: It Matters***

Strive To Hold Yourself Accountable Every Day  
Share Opportunities To Learn. Embrace Best Practice

##### ***Communicate***

Foster Positive Relationships Based On Respectful, Open  
And Meaningful Communication

##### ***Communicate***

Communicate To Ensure Consistency And Transparency In  
The Delivery Of Care

### *Communicate*

#### Speak Up - Sharing Your Ideas Will Make A Difference

Extendicare's Quality Framework outlines the ways in which our home is supported to achieve success in all aspects of quality with a focus on quality of life, safety, compliance, and resident satisfaction. Extendicare's homes in Ontario are responsible for driving their quality improvement plan and work closely with specific consultant leads that support homes in their quality initiatives. Our strategic direction and the initiatives that support it also closely align with Accreditation Canada standards and meet the requirements of our Long-Term Care Service Accountability Agreement (LSAA).

Performance monitoring is a key part of driving our performance and includes but is not limited to the following:

- Monitoring key quality indicators
- Internal audits
- External audits
- Program evaluations

To successfully advance quality, all staff is involved in data collection, data analysis, satisfaction surveys and resource utilization analysis. Extendicare measures and monitors our quality initiatives using data accuracy and quality indicator score cards.

Our target is to continuously improve and to reach the HQO benchmark for all our indicators and have upper quartile provincial performance. As a result, our work plan for 2022/2023 will focus on the following indicators:

- Reduce potentially avoidable Emergency Department visits for LTC Residents
- Reduce inappropriate use of antipsychotics in LTC
- Increase Resident satisfaction

We continually reference best practices, learn from other Extendicare owned and partnered homes and engage staff and family members in discussions about how we can continue to improve.

### **POPULATION HEALTH AND EQUITY CONSIDERATIONS**

Southlake Residential Care Village population consists mainly of residents with some form of dementia. We have put several initiatives in place to ensure that we meet the needs of this population including support from Behavioural Supports of Ontario (BSO), Ontario Shores and Nurse Practitioners from Southlake Regional Hospital. We have also provided education to our staff on the Gentle Persuasive Approach, which is ongoing as well as implementing the Montessori approach to programming for residents. A Snoezelen room is available as well as a mobile Snoezelen cart. We have staff trained in PIECES and have received funding for an internal Behaviour Support lead.

### **REFLECTIONS SINCE OUR LAST QIP SUBMISSION**

Since our last submission, the impact of the global pandemic has been very difficult on the residents and staff at Southlake Village. Many directives were implemented as were changes to directives, especially in the early stages of the pandemic. We shifted focus from quality indicators to resident safety while trying to maintain quality of life for our residents.

Even during the pandemic, the team at Southlake Village maintained an ongoing prioritization of quality. The home prioritized resources that support quality through the investment in a quality manager. The manager supports a variety of reporting, at the governance, management and staff level.

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We have made great strides in our ongoing improvements to our IPAC standards over the course of the pandemic as evidenced by improved outcomes in our outbreaks from Wave 1 to Wave 6. We have enhanced our communication strategies with our stakeholders with virtual townhalls with families and staff to communicate the latest IPAC information. Our IPAC lead will continue to focus on hand hygiene and PPE audits to ensure that we are keeping our residents, staff and families safe.

### **RESIDENT ENGAGEMENT**

Southlake Village's mission statement is "Together We Create A Home That Enriches Lives" and we accomplish this by engaging our residents and families. We promote transparency with residents and families by requesting their participation in various activities such as quality improvement projects, annual resident satisfaction surveys which we use to gauge our quality improvement measures, various committees, and resident and family councils. We actively share Ministry inspection reports, Accreditation survey results and concerns and successes in the home. On an individual basis, we involve residents and/or families by discussing their unique needs, preferences and concerns and then building their plan of care based on these discussions. We also involve our residents and families in our home social activities to promote a sense of belonging for our residents and to provide opportunities for social interaction between our residents and their families. Southlake Village also seeks input and feedback from families and residents via Family and Residents' Councils.

### **COLLABORATION AND INTEGRATION**

The success of this QIP requires collaboration with multiple stakeholders, including the LHIN, BSO, OARC, OLTCA, Achieva, ProRESP, CareRx Pharmacies, research partners and vendors. In addition, our partnerships extend to our Medical Director and Attending Physicians. We strive for excellence through our focus on safety and explore opportunities to participate in research. Nursing Lead Outreach Team (NLOT), Ontario Shores, Pain and Palliative and the Psychogeriatric Resource Consultant (PRC).

### **WORKPLACE VIOLENCE PREVENTION**

Southlake Village's Workplace Violence Prevention Policy ensures that each level of management and all staff comply with Occupational Health and Safety legislation and standards to provide a safe workplace. Southlake Village promotes a safe workplace by:

- Enforcing the zero tolerance of abuse policy
- Ensuring the environment is safe/secure (parking lot, lighting, stairwells, reception etc.)
- Reviewing all incidents that have occurred
- Putting an action plan in place based on the risk assessment, where improvements are required
- Investigating all incidents in a fair and consistent manner
- Workplace harassment and bullying policy
- Victims Services of York Region
- Closed circuit monitoring of front and back doors



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### **CONTACT INFORMATION**

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### **LEADERSHIP TEAM**

#### **Madalina Nita**

*Interim Executive Director*

#### **Tammy Lake**

*Interim Director of Care*

#### **Carolyn Foster**

*Infection Prevention and Control Manager*

#### **Kaitlyn Madensky**

*Quality Manager*