

**Quality Improvement Plan (QIP)**

# **Narrative for Health Care Organizations in Ontario**

April 1, 2025



**Ontario  
Health**

**OVERVIEW**

Southlake Residential Care Village is a non-profit home with 192 long-term care beds and 32 interim beds located in Newmarket. Our team is part of Extendicare Assist, a larger organization whose overall plan is "One Team, One Mission, One Vision".

**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 Practices

## COMMUNICATE

Foster Positive Relationships Based on Respectful, Open and Meaningful Communication

Communicate To Ensure Consistency And Transparency in the Delivery of Care

Speak Up - Sharing Your Ideas Will Make A Difference

## OUR APPROACH

Our quality program at Southlake Residential Care Village encompasses all that we do to meet our mission of quality of care and resident safety goals. Our ongoing quality assurance initiatives and strategies resulted in an Exemplary Accreditation status from Accreditation Canada. Our strategic direction and quality initiatives closely align with Accreditation Canada standards and meet the requirements of our LSAA.

Extendicare Canada Inc. supports our home in attaining success through their Quality Framework, which outlines the ways in which a focus on quality of life, safety, compliance, and resident and family satisfaction.

Extendicare Assist homes in Ontario are responsible for driving their quality improvement plan and work closely with specific consultant leads who support homes in their quality initiatives.

Performing monitoring and evaluating are key components driving our performance and includes but is not limited to the following: monitoring key quality indicators, internal and external audits, timely program evaluations.

Our quality improvement program involves all staff, internal and external stakeholders in data collection, data analysis, satisfaction surveys and resource utilization analysis. We provide extensive education and training to all staff on the importance of early detection, assessment, and recognition of changes in residents health because we strive to provide residents with the care they need, when and where they need it and prioritizing our resident needs.

Southlake Residential Care Village measures and monitors quality initiatives using data accuracy and quality indicator score cards. Our target goal is to continuously improve and to attain or exceed the Health Quality Ontario benchmark for all our indicators and have upper quartile provincial performance.

Our workplan 2025/2026 will focus on the following indicators:

### 1. Resident Experience Overall Satisfaction

- (a) Improve quality of care from social work, registered dietitian and physiotherapist programs.
- (b) Food and beverages served to me (residents).
- (c) Schedule of religious and spiritual care programs.

## ACCESS AND FLOW

Southlake Residential Care Village strives to continuously improve the outcomes and the experience of care for our residents and to provide our residents with the care they need, when and where they need it and increase the rate of potentially avoidable Emergency Department visit(s) for our residents and decrease transfers of residents to Emergency Department.

With oversight from the Medical Director, attending physicians, and Nurse Practitioners, this quality indicator can be achieved with in-depth education provided to all registered staff on the vital importance of early detection, assessment, and recognition of symptoms and to report changes in residents' health status, for example, staff using and applying the SBAR communication tool to assess need for hospital transfer decision-making.

Southlake Residential Care Village was selected to partner with Ontario CPLTC+ Pilot Program and we collaborate and work closely with Lead Community Paramedics in providing our residents with the care they need at the home and avoiding transfers to Emergency Department.

Funding from Ontario Health to support the purchase of key diagnostic equipment and/or associated training that target improvements in the management and treatment of the conditions that commonly lead to avoidable Emergency Department visits.

Our Nurse Practitioners support our collaborative models of care and we continue to invest in building credentials among our team for advanced wound care nurses, provide training and resources for our team to enhance their skillsets in IV therapy with multi-venous IV training arms, compassionate end-of-life care and more.

We are committed to working closely with our community partners including our Southlake Regional Health Centre NLOT and IPAC HUB teams, Ontario Health teams and various regulatory authorities.

## EQUITY AND INDIGENOUS HEALTH

We continue in our commitment to improving equitable access, experience and outcomes to reduce health inequities and aim to advance indigenous health in our home.

At Southlake Residential Care Village, we embrace every resident for the individual they are, and care for them as we would our own family. Our Equity and Indigenous Health program reflects our core values by recognizing and honouring the diverse identities, cultures, and experiences of each resident.

By integrating culturally appropriate care and Indigenous traditions, we affirm the importance of personal heritage in shaping well-being. Through culturally diverse programming, menu selection, staff education and meaningful community partnerships, we create

awareness, a safe, informative, and inclusive home environment where residents feel valued, respected and empowered to be their authentic selves. This commitment is essential to providing compassionate and equitable care.

Mandatory training on cultural safety, anti-racism, and the history of Indigenous Peoples in Canada for all staff, fosters awareness and equips caregivers with the skills to address systemic barriers and biases. Identifying and addressing systemic gaps in care, including staff training in the provision of trauma-informed care, and culturally appropriate resources.

Regularly assessing and evaluating program outcomes through resident and family feedback, staff input, will help us ensure continuous improvement in these initiatives.

## PATIENT/CLIENT/RESIDENT EXPERIENCE

We invite active engagement of residents and families and encourage open discussions and dialogue in our ongoing goal to continuously improve the quality of care we provide at the home.

The annual survey provides the home with a summary of the scores and comments for each of the areas of care and services we offered at the home. The feedback is analyzed and distributed to the Residents' Council and Family Council to solicit their collaboration

and assistance in formulating an action plant that aims to improve the experiences of those we serve, i.e., the residents.

We discuss progress updates and quality improvement strategies through regular family town hall meetings, Residents' Council, Family Council, CQI, IPAC meetings, monthly newsletters and communiqué to residents and family members.

## 2024 Resident and Family Experience Surveys Results:

Would you recommend this home to others?

**Resident: 87.3%    Family: 90.9%**

Staff are friendly, I trust the staff.

**Resident: 90.9%    Family: N/A**

Satisfied with quality of care from nursing staff.

**Resident: 91.5%    Family: 90.9%**

Satisfied with laundry services for clothing and linens.

**Resident: 94.7%    Family: 100.00%**

Satisfied with food and beverages served to me.

**Resident: 55.0%    Family: N/A**

Satisfied with care from physiotherapists.

**Resident: 58.3%    Family: N/A**

Satisfied with care from Registered Dietician.

**Resident: 47.4%    Family: N/A**

I am aware of Recreation Programs.

**Resident: 88.05%    Family: 88.65%**

During the COVID-19 pandemic, many people, often older adults living in long-term care homes were socially isolated in spite of the introduction

of using technology, i.e. smartphones and iPad, for care conferences are scheduled with resident and family members social connectivity.

We learn from this experience and we train our interdisciplinary team in a meaningful and transparent staff to foster social engagements, either through 1:1 care or group dialogue to ensure the care each resident receives is reflective of activities that meet social connectedness and fostering close and their individual needs and wishes. meaningful bonding with others.

Leadership team engage with staff in sharing quality improvement goals and commitments and results. Our annual employee engagement survey provides an opportunity for team members to give their feedback and suggestions on various issues such as staff satisfaction, innovation, and work environment.

We have the Joint Health and Safety Committee and Management and Labour Committee that meet regularly to discuss issues and concerns and address these issues with appropriate strategies.

Based on previous employee engagement results, in our effort to facilitate and support employees in furthering their education and professional pursuits, we formed a partnership agreement with Nipissing University. The Nipissing University Registered Practical Nurse (RPN) to BScN - Blended Learning Program offers the flexibility of earning a BScN on a part-time basis, interested RPNs may work while they study to earn their degree.

## **SAFETY**

At Southlake Residential Care Village, we take a system approach to prevent and reduce resident safety incidents. We aim to address and mitigate incidents and risks with system learning and improving the processes and procedures.

We ensure resident safety through secure entry systems, CCTV surveillance, 24/7 staff monitoring, emergency response protocols, regular risk assessments and advanced technologies such as medical alert systems and fall detection sensors.

We placed emphasis on robust security measures, continuous staff training, appropriate use of protective gear, and effective risk identification systems.

We have processes in place to identify and mitigate the risks posed and make decisions to maintain safety for all our residents.

Quarterly Professional Advisory Committee meetings are held to discuss and review best practices. Attending physicians write diagnosis before prescription of anti-psychotic drugs.

Behavioural Support Ontario collaborate with external outreach programs namely Ontario Shores, Mackenzie Health BSO Mobile team, CareRX pharmacy consultant.

All these strategies aim at reducing the percentage of residents receiving anti-psychotic drugs without diagnosis. Team tracks and monitors usage and strategize for best practices at multidisciplinary team meetings.

## **PALLIATIVE CARE**

At Southlake Residential Care Village, our team collaborate with residents and families to tailor plans of care that are based on each resident's individual needs and wishes. We believe that residents and families in long-term care deserve compassionate, high-quality care right through end of life.

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The Palliative Care Committee spearheaded jointly by two attending physicians with a multidisciplinary team of nurse practitioners, registered staff, social workers, PSWs and managers ensuring the delivery of high-quality empathetic, compassionate palliative care.

We are updating the Palliative Program policies and procedures to further emphasize the importance of a palliative care philosophy. The revised policies and procedures will be implemented in 2025 with associated staff education and training.

The focus will be on earlier awareness and identification residents who require a palliative approach through a standardized palliative assessment tool, which is designed to guide staff in addressing the holistic needs, symptom and pain management of each resident.

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## POPULATION HEALTH MANAGEMENT

Southlake Residential Care Village takes into consideration the unique demographics in our home when planning care delivery requirements, programs, resources and external partnerships. and We are experiencing older residents with comorbidities and more complex care needs, and residents displaying behaviours (e.g. due to dementia, addictions, or other neurological conditions) and younger applicants with health conditions.

The goal is to provide the best knowledgeable integrated care and clinical best practices for all our residents.

## CONTACT INFORMATION/DESIGNATED LEAD

Southlake Residential Care Village  
640 Grace Street, Newmarket Ontario L3Y 8V7

Siew Lee Brett  
Quality Improvement Manager

Tammy Lake  
Interim Executive Director

Telephone: (905) 895-7661  
Fax Number: (905) 895-9806