

**Quality Improvement Plan (QIP)**

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

March 27, 2024



## OVERVIEW

At Fairfield Park, we are committed to enhancing the well-being of our residents and optimizing healthcare outcomes. Our mission is to provide quality and compassionate care and services in our community, and to continually strive for excellence in the provision of such care and services. Our primary focus for this year's QIP revolves around reducing emergency department visits and decreasing antipsychotic medication use in the home as well as reducing falls. We also recognize the pivotal role that resident satisfaction plays in the overall quality of care and continue to use a multifaceted approach that encompasses personalized care plans, regular feedback mechanisms, and fostering a nurturing environment. Our dedicated team continues to create a more responsive and resident-centered care model, ensuring that the unique needs and preferences of each resident are not only acknowledged but prioritized.

Through strategic interventions, including proactive health assessments, early identification of potential health issues, and the implementation of preventive care measures, we aim to decrease emergency room visits, falls and the use of antipsychotic medication. As we progress with our QIP, we are excited to build upon these achievements, further enhancing resident satisfaction and advancing towards a healthcare environment characterized by excellence, compassion, and innovation.



## ACCESS AND FLOW

Several key initiatives are underway to optimize patient, client, and resident access to care in the right place at the right time, and to foster improved outcomes and a more positive care experience. Inter-professional collaboration continues to be a priority for our home. One impactful improvement involves the implementation of video services, allowing residents to connect with healthcare providers remotely. This not only minimizes the need for physical visits but also ensures swift access to care, particularly for routine check-ups or follow-up appointments.

We continue to focus on decreasing the amount of emergency room visits. We do this by coordinating efforts across primary care, long-term care, and hospitals where the healthcare team addresses health concerns proactively, offering comprehensive and preventive care. Utilizing our current attending physicians as well as working with local resources like the Nurse Practitioner Led Outreach Team (NLOT) to ensure residents are receiving quality care.

By leveraging technology, fostering collaboration and embracing community-centered approaches, these improvements collectively work towards ensuring that our residents receive the right care, in the right place and at the right time, enhancing overall healthcare outcomes and the patient experience.

## EQUITY AND INDIGENOUS HEALTH

Our organization is deeply committed to advancing health equity and Indigenous cultural safety initiatives, especially given our proximity to an Indigenous community. Recognizing the importance of strategic and sustained efforts, we have implemented quality improvement initiatives that prioritize equity and Indigenous health.

One significant aspect of our approach involves fostering meaningful connections with Indigenous communities. We actively engage with residents from nearby Indigenous areas, inviting them to participate in functions on the reserve, and collaborate closely with local schools and community groups to maintain a strong connection. Furthermore, we work in collaboration with workplaces on the reserve to ensure that our care practices are culturally appropriate and sensitive to the needs of the Indigenous population.



## **PATIENT/CLIENT/RESIDENT EXPERIENCE**

Fairfield Park maintains an active resident council, organizing meetings at least twice a year to inform families about the process of organizing a family council if they choose to do so. These meetings serve as platforms for sharing various information, including quality improvement plans, Ministry of Long-Term Care (MOLTC) Inspection Reports and results from resident/family satisfaction surveys. Additionally, residents actively participate in a food committee, providing valuable input and ideas for menu enhancements.

To ensure staff involvement, regular departmental meetings are conducted, facilitating the exchange of information and feedback on quality improvement initiatives. Additionally, newsletters are consistently distributed to residents, families and staff, keeping them informed about the latest developments within the home. Fairfield Park also promotes an open-door policy, welcoming residents and families to freely discuss concerns or offer suggestions. This approach fosters a culture of transparency and collaboration, where everyone's input is valued and contributes to the continuous improvement of our services.

## **PROVIDER EXPERIENCE**

Fairfield Park has made it a priority to include staff in all process, policy and procedure changes. We do this by asking for feedback and suggestions through regular staff meetings, huddles and one on one conversations throughout all departments. We continue to work closely with community partners such as the Nurse Led Outreach Team (NLOT) Program, the Alzheimer's Society, the Home's Social Worker, the Home's Registered Dietician Consultant, as well as the Home's Medical Director and Attending Physicians to help provide support and education to all staff

## **SAFETY**

Quarterly meetings are scheduled including internal and external partners such as Public Health, the Medical Director, BSO, Pharmacy, residents, staff and the Leadership team. At our meetings, resident incidents are reviewed and there are open discussions regarding how to decrease the number of incidents that occur. Goals are set each quarter to help decrease future incidents and the minutes of these meetings are posted. An annual meeting is also arranged with each individual resident and/or their representative to provide information and ask for input on goals that were made that may directly relate to the resident.





## POPULATION HEALTH APPROACH

Fairfield Park prioritizes population health-based approaches by collaborating with our local Ontario Health Team (OHT) and various community partners. Through quarterly meetings with the Ontario Health Team, we ensure alignment and conversations to help our efforts to meet the needs of our community. Additionally, we work closely with partners such as NLOT, local hospitals, and our medical director to provide proactive services aimed at promoting health, preventing diseases, and enhancing the overall well-being of the population we serve.

Through collaborative efforts, we aim to create a healthcare environment that emphasizes wellness, prevention and the management of our residents' unique conditions, ensuring that every interaction with the health system contributes to the overall health and well-being of our community.

## 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 27, 2024**



Shona Outridge, Board Chair / Licensee or delegate



Stephanie North, Administrator /Executive Director



Stephanie North, Quality Committee Chair or delegate

Other leadership as appropriate

