

Continuous Quality Improvement Report Humber Meadows Long Term Care Home

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DESIGNATED LEAD



Introduction to Humber Meadows LTC Home

- Humber Meadows LTCH is located in Toronto, Ontario. One of the 3 LTCH's built under the Accelerated Build Project in partnership with infrastructure Ontario, the Province of Ontario, and the Ministry of Long-Term Care. A brand new LTCH with 320 beds following the newest MLTC design standards, and innovative aspects designed to help prevent and control the transmission of infectious diseases such as Covid-19.
- Humber Meadows's Quality Improvement Plan (QIP) has been created to align with the home's mission and vision statements as well as the health priorities of Health Quality Ontario and the Ontario Health.
- Humber Meadows is the first Long Term Care Home in Canada to open as pre-designate RNAO Best Practice Spotlight Organization, supporting innovation in data integration and enhancing care outcomes and empowering frontline staff with knowledge and skills by implementing 3 Best Practice Guidelines and Clinical Pathways. Supporting screening, assessment, risk prevention through the implementation of Assessment Tools and Clinical Pathways that integrate with Plan of Care through Nursing Advantage Canada electronic platform (PCC) for resident's assessments.

QUALITY PRIORITIES FOR 2024/25

Humber Meadows LTCH is pleased to share its 2024/25 Continuous Quality Improvement Plan Report.

- Implemented Palliative Approach to Care and End of Life Care Best Practice Guidelines, concentrating on improving or sustaining comfort and quality of life for the residents and their families facing a life limiting illness. Humber Meadows has joined a Collaborative Project to Sustain a Palliative Approach to Care in LTC through CLRI (Centres for Learning, Research and Innovation)
- We are implementing the RNAO's Person and Family Centred Care Best Practice Guideline to ensure residents and their families are supported to achieve their personal goals for their health and quality of life.
- Meeting the requirements of the Fixing Long Term Care Act 2021 and Ontario Regulations 246/22, respecting Residents' Bill of Rights, maintaining an environment that supports evidence based practices and innovation remain high priorities for Humber Meadows LTCH. Our Continuous Quality Improvement Plan is a roadmap to integrating excellent care, collaboration and enhanced quality of life for residents in our Home.

The high-level priorities for Humber Meadows Long Term Care Home Continuous Quality Improvement are enhancing care outcomes and empowering frontline staff with knowledge and skill by implementing best practice guidelines as a Pre-designate Best Practice Spotlight Organization, supporting innovation in data integration, and maintaining Resident and Family Satisfaction :

- Achieving Excellence in Quality of Life for residents in our Home
- Achieving Resident's Comfort
- Supporting Resident's Transition in our Home
- Meeting Resident's needs and wishes
- Supporting Point of Care Decision Making
- Enhancing screening, assessment and prevention of risk
- Data Integration
- Meeting Residents' and Staffs' Satisfaction

QUALITY OBJECTIVES FOR 2024/25

1. Achieving Excellence in Quality of Life for residents in our Home through the implementation of Person and Family Centered Care (PFCC) and the Palliative Approach to Care Guideline
2. Achieving Resident's Comfort through the implementation of Pain Assessment and management Best Practice Guideline and Clinical Pathway. Supporting Resident's Transition through the implementation of the Admission and 24 Hours Assessment and Plan of Care Clinical Pathway
3. Meeting Resident's needs and wishes through the implementation of Clinical Pathways (Person and Family Centred Care and Pain Assessment and Management) and integration of goals of care discussions during resident care conferences
4. Data Integration through the implementation of AMPLIFI for the continuous updating of resident's information in both hospital and LTC Home record with transition exchanges. Humber Meadows also obtained an agreement with Ontario Health through Connecting Ontario Clinical Viewer, a secure web-based portal that provides real time access to EAHR Access Services in connection with the provision of health care services.

Resident and Family Satisfaction Survey

Resident and Family Satisfaction Surveys will be provided to Residents and their family members each year in SEPTEMBER.

The results of the satisfaction surveys will be communicated to the residents and their families, the Residents Council and members of the staff of the home

Humber Meadows will review of all the responses and establishes goals on the CQI action plan for any areas identified as needing improvement in collaboration with residents and their families, Residents Council, Family Council, CQI committee members and staff members of the home

Indicator	Performance	Target
• ED Visits	Collecting Data	
• Resident who fell in the 30 days leading to their assessment	Collecting Data	
• Resident without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment	Collecting Data	

Humber Meadows Long Term Care Home Quality Improvement Priority Indicators

- ED Visits
- Resident who fell in the 30 days leading to their assessment
- Resident without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment