

Continuous Quality Improvement Report



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INTRODUCTION TO HUMBER MEADOWS LTC HOME

Humber Meadows LTCH, located in Toronto, Ontario is 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' 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 LTCH 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 4 Best Practice Guidelines and Clinical Pathways. Supporting screening, assessment, and 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 2025/26

Humber Meadows LTCH is pleased to share its 2025/26 Continuous Quality Improvement Plan Report.

- This is a roadmap to integrating excellent care, collaboration and enhanced quality of life for residents in our Home.
- Successfully 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)
- 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.
- Committed to 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
- Committed to delivering compassionate, person-centered palliative care, supporting residents and their loved ones through every stage of their journey. Our dedication is reinforced by our BPSO pre-designation, with a strong focus on palliative and end-of-life care, including the upcoming implementation of an evidence-based RNAO Clinical Pathway.
- We remain dedicated to continuously enhancing our palliative care program, adapting to the evolving needs of residents and their families. Through ongoing education, expanded resources, and a collaborative, person-centered approach, we strive to provide the highest standard of compassionate care.



The high-level priorities and objectives for Humber Meadows Long Term Care Home Continuous Quality Improvement for 2025-2026 are:

- Enhancing care outcomes
- Empowering frontline staff with knowledge and skill by implementing BPGs as a Pre-designate Best Practice Spotlight Organization
- Supporting innovation in data integration
- Maintaining Resident and Family Satisfaction

1. Quality of Life

Achieving excellence in quality of life for residents through the implementation of:

- Person and Family Centered Care (PFCC)
- Palliative Approach to Care Best Practice Guideline(BPG) and Clinical Pathway.

2. Comfort

Achieving resident's comfort and supporting resident's transition through the implementation of:

- Pain Assessment & Management BPG and Clinical Pathway
- The Clinical Pathway Nursing Advance Assessment on Admission and 24 Hours Assessment and Plan of Care.

3. Goals of Care

Meeting Resident's needs and wishes through the implementation of:

- Clinical Pathways (PFCC, Pain Assessment and Management and Preventing Falls and Reducing Injury from Falls) and integration of goals of care discussions during resident care conferences.

4. Data Integration

- AMPLIFI for the continuous updating of resident information in both hospital and LTC Home record with transition exchanges.
- Agreement with Ontario Health through Connecting Ontario Clinical Viewer, to provide real-time EAHR Access Services in connection with the provision of health care services.

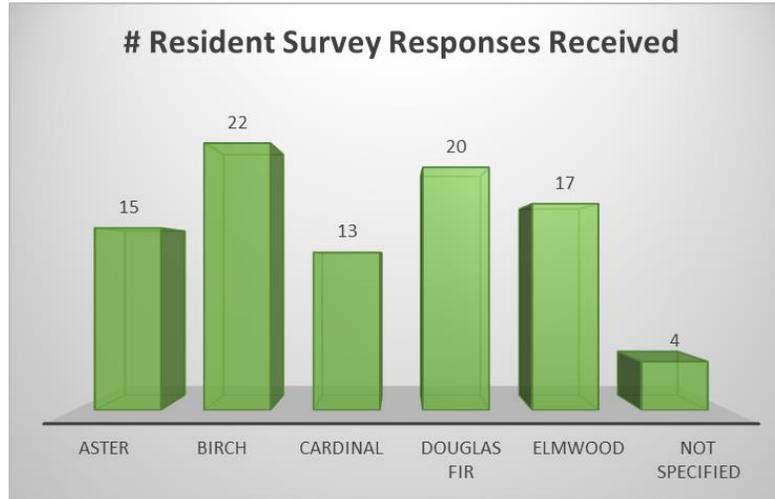
5. OLIS

PCC platform link with Ontario Lab Information System (OLIS) for:

- Seamless lab ordering via PCC
- Receiving results directly in the residents' chart

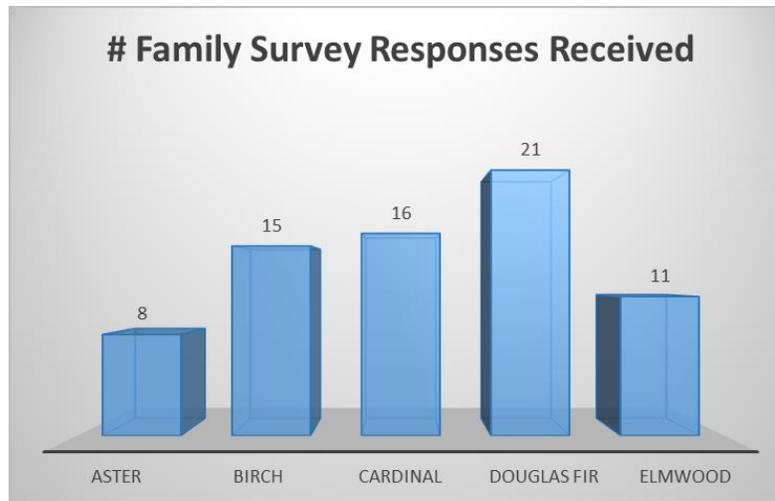
RESIDENT & FAMILY SATISFACTION SURVEY RESULTS

Surveys launched through Survey Monkey tool: Sep 30 - Oct 15



➤ Response rate = **76%**
(91 out of 119)

- ❖ 119 residents were deemed able to participate based on CPS score ≤ 3



➤ Response rate = **29%**
(71 out of 244 POAs)

QUALITY IMPROVEMENT PRIORITY INDICATORS

Indicator	Performance	Target
% of LTC residents with potentially Avoidable ED visits (quarterly)	37.77	33.00
% of Residents who responded positively to the statement " I can express my opinion without fear of consequences" * Responded ALWAYS	63.00	70.00
% of residents with prescribed antipsychotic medications without one of the four accepted diagnoses as per the Canadian Institute for Health Information (CIHI): Hallucinations, Schizophrenia, Delusions, Huntington's Disease, who were given antipsychotic medication in the 7 days preceding their resident assessment	29.43	20.00
% of LTC home residents who fell in the 30 days leading up to their assessment	18.5	16.00

