

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 15, 2025



OVERVIEW

Humber Meadows Long Term Care Home (LTCH) is located at 2109 Finch Ave West, North York ON with 320 bed capacity. Has five (5) resident floors and divided into ten (10) Resident Home Areas (RHA). Each RHA features 32 rooms, along with its own dining room, lounge, activity room, and two outdoor spaces. Each of the north RHAs also has a private bariatric room. The design of the RHA's allows independent operation of the HVAC system, and flow of services to prevent the spread of infections. Every resident has private sleeping quarters, and only those in basic accommodation have a shared jack and jill washroom; there are no curtains or dividers between beds.

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.

Our vision is providing exceptional care in a home-like environment while building the future of seniors' care. We strive to fulfill this by embedding our vision in our daily operations. Staff are encouraged to demonstrate the values of compassion, professionalism, and respect in every interaction with residents, families, and colleagues. Our leadership team consistently model behaviors that reflect the vision, reinforcing a culture of excellence and resident-centered care.

ACCESS AND FLOW

Humber Meadows is part of the Northwest Toronto Ontario Health Team Hospital Hub, being led by Humber River Health. The hub serves as a single access point to clinical services and system navigation to ensure high quality and resident centered care, including LTC+ and Nurse Led Outreach Team (NLOT). LTC+ provides virtual support via an LTC+ Nurse Navigator following intake and triage to community and hospital services, and/or telephone consultations and aims to improve access to outpatient clinic/resources. NLOT team comprised of Nurse Practitioners and Nurse Clinician, travel to the home and support with prevention of avoidable emergency department transfers, provide onsite resident support in the home including resident assessments and interventions (e.g. IV therapy) and facilitate connections to additional HRH and community services and supports.

Humber Meadows, in partnership with Humber River Health has successfully implemented Practical Routine Elder Variants Indicate Early Warning for Emergency Department (PREVIEW-ED ©) clinical deterioration tool developed from the evidenced-based NEWS2 scoring system that identifies early decline in health status of LTC residents, focusing on four conditions: Pneumonia, Dehydration, Congestive Heart Failure and Urinary Tract Infection and includes escalation pathways to support early intervention in the home and leverage LTC+ for additional support, with the aim to reduce avoidable ED transfers and hospitalizations.

Humber Meadows has also implemented the Data integration through AMPLIFI for continuous updates of residents' information in hospital and LTCH record with transition exchanges.

Furthermore, Humber Meadows has obtained an agreement with Ontario Health through Connecting Ontario Clinical Viewer, a secure web-based portal that provides real time access to EHR Access Services in connection with the provision of health care services.

As one of the RNAO BPSO pre-designate, it helps meet residents' needs and wishes through the implementation of Best Practice Guidelines and Clinical Pathways. Humber Meadow has joined a Collaborative Project to Sustain Palliative Approach to Care in LTC through CLRI (Centers for Learning, Research and Innovation).

Another initiative that the home will be implementing is RESPECT (Risk Evaluation for Support: Predications for Elder-Life in the Community) Tools to support Earlier Identification for Palliative Care- A partnership with Bruyere Research.

EQUITY AND INDIGENOUS HEALTH

Humber Meadows has implemented a mandatory online module on Equity, Inclusion, Diversity, and Antiracism through Surge Learning. All staff are required to complete this training upon hire and annually thereafter.

In December 2024, the Home conducted a Staff Satisfaction Survey to gather feedback and assess employee experiences. Based on the results, an action plan was developed, focusing on providing additional education on cultural sensitivity and ensuring that all communications and job postings reflect our commitment to equal opportunities.

To further promote inclusivity, the Social Butterflies Committee, in collaboration with the Programs and Activities department, is organizing more cultural events to celebrate and recognize the diverse backgrounds of our community.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Residents' Council and Family Council continuously collaborate with the home's Leadership team to support our residents. In alignment with our mission statement and resident-centered care philosophy, we value their input for improvement and building strong relationships with residents and their families is important to us as we continue to be transparent in our approaches. The Family Council President is active and present in the home and works closely with leadership and third-party providers to ensure clear and open communication.

Our first resident/family satisfaction survey was conducted in September 2024 to gather information and measure resident and

family experience. An action plan was developed and presented to the Resident and Family council.

As part of our quality management program we track and trend complaints, good news/compliments, and through the Resident and Family Council meetings continue to be alerted to key issues and priorities to follow up on.

Our teams also document resident engagement through Activity Pro and pull monthly "resident at risk" reports to identify those residents who require additional support and engagement opportunities.

We utilize the ActivityPro Family Portal for those who consent, allowing families to log in to see photos of their loved ones, along with their participation and engagement levels during programs.

As a home, our recreation team has set a goal of all Residents participating in 8 or more programs per month, which is higher than the provincial best of 5 programs per month.

PROVIDER EXPERIENCE

HM LTCH signed up for PREP-LTC in June 2023, at the time of the home's opening. PREP LTC is led by the Ontario Centres for Learning, Research and Innovation in Long-Term Care (Ontario CLRI) Preceptor Resource and Education Program in Long-Term Care (PREP LTC) that empowers Ontario's long-term care (LTC) homes with support to boost the quality and quantity of clinical student placements. A total of 133 staff (RN/RPN/PSWs) completed the Preceptor Resource and Education Program and are excited to participate and engage to be a preceptor for Clinical Student Placements.

RNAO Best Practice Spotlight Organization Coach supports our interprofessional team completing gap analysis, organizes education for staff related to Best Practice Guidelines, and provides ongoing guidance throughout the BPSO project. Our home is fortunate to collaborate closely with our partners at Humber River Health LTC+, and NLOT to support our residents and team. In addition, Humber River Health IPAC HUB provides onsite support and guidance to the team

Humber Meadows leverages the Ontario Health incentive funding to attract personal support workers (PSWs) to work in long-term care home.

SAFETY

Resident safety remains a top priority for Humber Meadows. We continue to explore additional processes and changes that may further enhance resident and staff safety. We have a daily risk management meeting and managers on duty rotation to ensure the presence of a manager on weekends to offer support. We strive to

maintain a safe environment free of any safety risks for all our stakeholders.

Implementation of Clinical Pathways Falls Prevention and Injury reduction which include a comprehensive Falls assessment including Post fall Assessment Tool to allow a comprehensive analysis of the contributing factors that may have led to the fall. This supports transparency, learning opportunity and identifies areas for improvement.

Our home has implemented several safety initiatives to enhance the quality of care and ensure resident well-being. One of these initiatives is our comprehensive medication incident follow-up process. This includes the completion of a Medication Incident Report, followed by a thorough review involving the Clinical Pharmacist and Medical Director. Together, they analyze trends, identify contributing factors, and develop a corrective action plan to prevent future occurrences. This collaborative approach strengthens our medication safety practices and promotes continuous quality improvement.

The Home also conduct thorough reviews and analyses of complaints and critical incidents, utilizing data to identify recurring issues and system-wide trends. This information is used to guide quality improvement initiatives and enhance risk management activities.

We strive to maintain consistent staff assignments across all 10 Resident Home Areas, ensuring that each resident is supported by a familiar and limited group of staff. This approach fosters stronger relationships between residents and staff, enhances continuity of

care, and supports effective cohorting during outbreaks.

PALLIATIVE CARE

Humber Meadows is 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.

With the invaluable support of CLRI, we successfully completed the Sustaining Palliative Care Initiative, strengthening our approach through enhanced education for all interdisciplinary staff. This training fostered a collaborative, team-based model, equipping staff with the knowledge and resources necessary for their roles. Through this initiative, we also partnered with the Residents' Council to gather feedback, helping us identify both strengths and areas for improvement. As a result, we introduced palliative care carts, an "In Memory Of" display, palliative care support binders, and a visitor cot for end-of-life care.

Beyond care delivery, we prioritize grief support through meaningful initiatives that benefit staff, residents, and families. These include the Code Butterfly Honour Guard, butterfly poems displayed on residents' doors, and condolence cards sent by staff and residents to grieving families.

At Humber Meadows, 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.

POPULATION HEALTH MANAGEMENT

As a BPSO pre-designate, Humber Meadows is dedicated to continuous quality improvement and enhancing the experience of residents and their families through the implementation of the Person- and Family-Centred Care Best Practice Guideline. Our goal is to support residents and their families in achieving their personal health and quality-of-life goals.

We have also adopted the Palliative Approach to Care and End-of-Life Care Best Practice Guidelines, with a focus on improving and sustaining comfort and quality of life for residents and their families facing life-limiting illnesses. To further enhance resident comfort, we have implemented the Assessment and Management of Pain Best Practice Guidelines and Clinical Pathways, ensuring effective pain management and compassionate care.

We use Connecting Ontario, a digital health platform that enables us to securely access resident information such as new admission, gathering more resident health history including medications and aid in developing plan of care.

The home has partnership with Humber River Health's Nurse Led Outreach Team, LTC+ and IPAC Hub. This partnership involves assessing resident needs, developing plan of care and making recommendations to ensure residents received appropriate care.

The home also works closely with Behaviour Support Ontario (BSO), Geriatric Mental Health Outreach Team (GMHOT) and Virtual

Behaviour Medicine (VBM) to provide specialized care for residents living with dementia and other Behavioral and Psychological Symptoms of Dementia (BPSD)

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 are key priorities for Humber Meadows LTCH.

CONTACT INFORMATION/DESIGNATED LEAD

Liza V. Reantaso
Manager of Quality and Compliance
Interim Executive Director

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 **April 14, 2025**

Chris Loretto, Board Chair / Licensee or delegate

Liza Reantaso, Administrator /Executive Director

Liza Reantaso, Quality Committee Chair or delegate

Other leadership as appropriate
