

Quality Improvement Plan (QIP)

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

March 17, 2025

## OVERVIEW

Primacare Living Solutions is a boutique, family-owned organization that believes a people focused = equals quality care. Our philosophy centers on the idea that engaged residents, families, and staff create an environment where safety, dignity, and excellence thrive. Our 2025-2026 Quality Improvement Plan (QIP) builds on past successes while addressing new opportunities for improvement. We have achieved significant milestones, such as reducing unnecessary hospital transfers, enhancing person-centered care, and advancing staff development programs. This year, our QIP continues to align with Ontario Health's priorities, emphasizing equity, resident and provider experiences, safety, and integrated system partnerships.

### Key Priorities for 2025-2026:

- Strengthening partnerships with hospitals, primary care, and community services to optimize care transitions and reduce avoidable hospital visits.
- Implementing innovative best practices in falls prevention, pain management, and dementia care, ensuring that timely and evidence-based care is accessible.
- Enhancing staff training, recognition, and wellness initiatives to support retention and job satisfaction, thereby improving overall care delivery.
- Promoting equity and cultural safety through tailored care approaches that reflect the diversity of our residents and their families.

- Reducing the use of antipsychotics without a diagnosis to ensure appropriate and safe medication practices, in alignment with best practice guidelines.

By fostering collaboration across sectors, we ensure that residents access the right care, in the right place, at the right time, while improving outcomes and the overall experience of care.

## ACCESS AND FLOW

**Current State:** Our organization has made significant strides in improving access and patient flow. We are focused on enhancing coordination across the healthcare system to optimize access and flow for our residents.

**Improvement Initiatives:**

- **Care Transitions Program:** We are implementing the Admission Matters program designed to streamline transitions between hospital/home to long-term care settings. This initiative aims to ensure that residents receive continuous, coordinated care.
- **eHealth Ontario Integration:** We are working with eHealth Ontario to implement digital health solutions, including Electronic Health Records (EHR) and other platforms that facilitate real-time information exchange. This integration will ensure that critical patient information is accessible to all healthcare providers, enabling informed decision-making and improved care coordination. By reducing administrative burdens and enhancing workflows, this initiative will improve the timeliness and quality of care for residents.

Through these initiatives, we are committed to optimizing access, and enhancing collaboration across sectors, ensuring residents receive the right care at the right time and in the right place.

## EQUITY AND INDIGENOUS HEALTH

**Commitment to Equity:**

At Primacare Living Solutions, we are deeply committed to promoting equity, inclusion, and diversity in healthcare. We

recognize the importance of delivering culturally appropriate care that respects each resident's cultural, spiritual, and social identity. We believe that achieving equity in healthcare is vital for improving patient outcomes and fostering an environment where all individuals feel valued, respected, and understood. Our goal is to continuously improve services to meet the diverse needs of our residents, ensuring equitable access to care.

#### Initiatives:

- **Cultural Competency Training:** We provide ongoing cultural competency training for all staff, focusing on understanding and respecting cultural differences. This includes modules on Indigenous cultural practices, customs, and worldviews, helping staff recognize and address biases to foster stronger, more effective relationships with residents and families.
- **Indigenous Health Partnerships:** We are dedicated to building partnerships with Indigenous health organizations to offer culturally relevant care plans that honor Indigenous traditions, values, and healing practices. Collaborating with Indigenous leaders and healthcare providers ensures a culturally safe environment that promotes well-being and supports the health of Indigenous residents.

#### Outcomes:

- **Improved Resident Satisfaction and Health Outcomes:** Our commitment to culturally sensitive care aims to enhance satisfaction and improve health outcomes for Indigenous and marginalized populations, building trust and confidence in our services.
- **Increased Staff Awareness and Competency:** Ongoing training and equity audits will increase staff awareness and competencies in

providing equitable care, addressing the unique challenges faced by marginalized communities.

- **Stronger Community Relationships:** Through partnerships with Indigenous communities, we will align our care practices with community needs, fostering collaboration and trust between Primacare Living Solutions and the communities we serve.

In summary, our Equity and Indigenous Health initiatives aim to embed cultural safety and equity in all aspects of care delivery, ensuring positive health outcomes and fostering inclusive, respectful care for all individuals.

## PATIENT/CLIENT/RESIDENT EXPERIENCE

### Resident Experience

At Primacare Living Solutions, we believe that resident engagement is integral to providing high-quality, person-centered care. Involving residents in their care plans and daily experiences enhances their sense of dignity, autonomy, and overall well-being. We prioritize ongoing feedback to shape and improve our care and services, ensuring that residents feel heard, valued, and respected.

Date Resident/Family Satisfaction Survey Results Shared with Resident Council: January 28, 2025

Date Resident/Family Satisfaction Survey Results Shared with Family Council: February 6, 2025

### Three Action Items for Improvement:

Encourage active resident participation and feedback in satisfaction

survey by changing frequency of when surveys are completed and promoting self-advocacy.

Education to all staff related to Diversity, Equity and Inclusion.

Focus on resident safety through reducing avoidable ED transfers, falls and use of antipsychotics.

Planned Initiatives:

- **Admission Matters Project:** We are enhancing the admissions process to ensure that residents and their families feel supported and informed from the moment they enter our homes. This initiative includes creating personalized care plans that address cultural preferences and specific needs and improving communication with families to guide them through the transition process.
- **Pleasurable Dining Experience & MealSuite Integration:** Fully integrated dietary solution technology to streamlined operations meaning less administrative load, boosted efficiencies and more time for staff to spend engaging with patients and residents. Customizable, and designed to automate and simplify end to end foodservice operations. Providing the “wow” prospective to residents and boost mealtime satisfaction with our menu database, personalized profiles and innovative ordering systems. Capturing unique needs like dietary preferences, allergies, food textures and fluid consistencies so staff will have all the important details about meals at their fingertips. No more dangerous mix-ups.
- **Sandwich Program:** This initiative promotes collaboration between residents and staff to create sandwiches for donation to

local charities. Not only does this promote socialization and physical activity, but it also strengthens ties with the broader community, offering residents a meaningful way to contribute.

- **Dementiability Training and Programming:** We are committed to providing Dementiability training to our staff to improve care for residents with dementia. This program focuses on creating environments and activities that enhance cognitive functioning and overall quality of life for these residents, ensuring they remain engaged and empowered.
- **Restorative Care Training and Programming:** Our Restorative Care program focuses on helping residents achieve the highest level of physical function through personalized therapy and activities. By promoting mobility and independence, we empower residents to regain strength and improve their overall well-being.

Each of these initiatives is designed with the goal of improving resident engagement and ensuring a high-quality, enriching experience. By incorporating feedback from satisfaction surveys and other channels, we ensure that we continuously adapt and refine our services to meet the evolving needs of our residents. This ongoing process of improvement helps foster an environment where dignity, independence, and purpose are at the forefront of every resident's care experience.

## PROVIDER EXPERIENCE

Our people are our greatest asset, and we are committed to fostering an environment where staff feel supported, valued, and empowered to deliver the highest quality care. A well-engaged, well-trained, and well-supported team is the foundation of

exceptional resident care. Our approach focuses on staff engagement, professional development, and well-being to drive recruitment, retention, and workplace satisfaction.

Date Staff Satisfaction Survey Results Shared: March 17, 2025

Three Action Items for Improvement:

Enhance communication between staff and leadership: Introduce regular town halls and feedback sessions to improve transparency and collaboration.

Improve work-life balance initiatives: Implement flexible scheduling options and additional staffing support during peak hours.

Increase career advancement opportunities: Develop a structured career path program to support professional growth.

Planned Initiatives:

Staff Engagement & Recognition:

Expansion of the Aiming High Recognition Program to include peer-to-peer recognition and nominations from residents and families.

Monthly appreciation events, such as staff lunches and recognition ceremonies, to foster a culture of gratitude.

Workplace Culture & Environment:

Enhance team collaboration and morale through social events and

team-building activities.

Professional Development & Career Growth:

Launch a leadership training program to develop internal talent.

Offer cross-training and mentorship programs to promote career progression.

Expand Dementiability and Restorative Care training to enhance clinical skills and improve resident outcomes.

By prioritizing staff engagement, development, and well-being, we create a supportive workplace that attracts and retains top talent, ultimately ensuring the highest quality of care for our residents.

## SAFETY

### Commitment to Safety: Safety

At Primacare Living Solutions, safety is a core value embedded in our culture. We take a proactive approach to reducing risks and preventing harm by implementing system-wide improvements using Lean Principles.

#### Key Initiatives:

**Infection Prevention & Control (IPAC):** We conduct infection control audits and staff education workshops to reinforce best practices.

**Falls Prevention:** Our program includes falls risk assessments upon admission, and family engagement in care planning. These efforts have led to fewer falls and fall-related injuries, promoting resident mobility and confidence.

**Medication Safety:** We conduct routine medication reconciliation and implement pharmacist-led medication reviews to minimize errors and adverse drug events.

Through continuous monitoring and staff education, we foster a strong culture of safety.

## PALLIATIVE CARE

At Primacare Living Solutions, delivering high-quality palliative care is fundamental to our commitment to person-centered care. We recognize that palliative care extends beyond symptom management—it encompasses emotional, psychological, and spiritual support for residents and their families. This year, we are

implementing the RNAO Best Practice Guidelines (BPGs) for Palliative Care to standardize and enhance our approach.

#### Key Initiatives:

##### Pain & Symptom Management

Enhanced pain management protocols, incorporating pharmacological and non-pharmacological interventions such as massage and aromatherapy.

Specialized staff training in assessing and managing pain and other end-of-life symptoms.

Routine monitoring using standardized tools to ensure optimal comfort.

##### Advance Care Planning

Encouraging early conversations with residents and families about care preferences, guided by trained staff.

Aligning with RNAO BPGs to ensure documented care plans reflect residents' values and wishes.

Regularly reviewing and updating care plans to honor evolving needs.

##### Family Support & Education

Offering education on the palliative care process to empower



families in decision-making.

Ensuring transparent communication between families and care teams throughout the journey.

By integrating best practices and a compassionate approach, we strive to enhance residents' comfort, dignity, and quality of life while supporting families during this critical time.

## POPULATION HEALTH MANAGEMENT

### Approach:

Our organization is committed to a proactive, data-driven population health management approach that enhances resident well-being, reduces health disparities, and prevents chronic illnesses. By leveraging partnerships and evidence-based strategies, we aim to deliver integrated, person-centered care that addresses both medical and social determinants of health.

### Key Initiatives:

#### Integrated Chronic Disease Management:

A multidisciplinary team—including nurses, physicians, dietitians, social workers and physiotherapists—collaborates to create and adjust personalized care plans, ensuring continuous monitoring and timely interventions.

By integrating digital health tools and predictive analytics, we proactively identify residents at risk of complications, reducing hospitalizations and improving health outcomes.

### Preventive and Proactive Care:

Our preventive care initiatives include vaccination programs, and wellness assessments to detect and address health risks early.

We partner with local healthcare providers and public health agencies to deliver immunization clinics and infection prevention strategies, reducing the burden of infectious diseases.

Residents benefit from early intervention programs that focus on falls prevention, medication management, and mental health support.

### Health Education and Community Collaboration:

We provide residents, families, and caregivers with educational programs on chronic disease management, nutrition, and active aging.

Collaborations with community allows us to align care efforts and address broader social determinants such as food security.

Our resident and family councils are invited to participate in shaping wellness initiatives, ensuring that programs reflect the lived experiences and needs of our population.

### Outcomes:

By integrating chronic disease management, preventive care, and community engagement, we improve resident health outcomes, enhance quality of life, and reduce avoidable hospital admissions. Our population health approach fosters a holistic, person-centered



model of care that supports long-term wellness, independence, and dignity for all residents.

### CONTACT INFORMATION/DESIGNATED LEAD

Designated Lead: Cassondra Bisson, DOCQ Contact Information:  
cbisson@primacareliving.com

### 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 28, 2025**

  
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Randy Melchior, Board Chair / Licensee or delegate  
\_\_\_\_\_  
Danielle Kirkpatrick, Administrator /Executive Director  
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Cassondra Bisson, Quality Committee Chair or delegate  
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Matthew Melchior, Other leadership as appropriate  
  
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