

Quality Improvement Plan (QIP)
**Narrative for Health Care
Organizations in Ontario**

April 29, 2025



OVERVIEW

At Cooksville Care Centre we are committed to delivering exceptional, compassionate care that is tailored to meet the individual needs of each resident. We honor each person's unique qualities, preferences, and rights, ensuring that their well-being is at the heart of everything we do. Our goal is to continuously enhance the quality of life for those who trust us with their care.

We believe in nurturing all aspects of our residents' well-being including, emotional, social, cultural, spiritual, and physical. Our environment is designed to foster dignity, autonomy, and purpose, encouraging residents to engage in activities that not only enrich their lives but also support their independence. Moreover, we create welcoming spaces that reflect the distinct personalities and interests of our residents, helping to create a true sense of home while promoting an active, fulfilling lifestyle.

We deeply value feedback from residents, their families, and our team members, using it to refine and improve our person-centered care approach. We actively seek opportunities for professional growth to enhance our services and continue providing an outstanding experience for all. We will continue to embrace new ideas and initiatives as part of our work plan.

For the 2025–2026 period, Cooksville has pinpointed the following key areas for improvement: Pressure Ulcer Reduction, Falls Prevention, and Enhancing Residents' Mood.

These focus areas are part of our home's quality initiatives, including our Annual Program Evaluations and Home Operational Plan.

Cooksville Care Centre determined these priorities after evaluating our progress on Annual Program goals, QIA Data Entries, and the home's quality indicator performance.

ACCESS AND FLOW

Cooksville values the individuality of every resident and is committed to delivering care and services that foster independence, inclusivity, and personal choice. Our home offers a wide array of essential healthcare services to ensure residents have access to the support they need. With 24/7 registered nursing care, regular physician visits, and around-the-clock access to on-call medical services, we prioritize the health and well-being of our residents. Additionally, diagnostic imaging, lab tests, and pharmacy services are readily available, along with social work support, counseling, and assistance with financial management.

Our in-house clinics also play an integral role in addressing the healthcare needs of our residents. These specialized services, including dental care, dermatology, optometry, advanced foot care, and psychiatry are offered by appointment or referral, ensuring comprehensive care within our community.

In addition to our long-term care beds, our home features a separate 22-bed Restore Unit, designed to support short-term stays until residents regain the strength and autonomy needed to return to their homes. Our multi-disciplinary Restore program team specializes in restorative care and is dedicated to helping residents regain their independence. We also have a 30 bed Transitional Unit for residents with a primary diagnosis of Dementia, which supports short term stays.

We are devoted to providing seamless, accessible healthcare for our residents, and we continually strive to improve our services to enhance their overall experience.

EQUITY AND INDIGENOUS HEALTH

At our home, we recognize and celebrate the diverse backgrounds and needs of our residents, believing that every individual should be treated with dignity and respect, regardless of their cultural, religious, or personal beliefs.

When residents join our community, we encourage them to share their cultural preferences, values, and personal wishes. This helps us understand their likes, dislikes, traditions, spirituality, and hobbies, allowing us to create an inclusive and personalized environment. Our Programs Department plays a key role in this by offering activities and programs that reflect residents' interests and cultural backgrounds. These include:

- Spiritual services for various religious faiths and spiritual groups
- Activities/Programs in different languages i.e Spanish Church Service on the iPad and television
- Collaborations with entertainers for cultural celebrations such as Diwali, Chinese New Year, Christmas etc.

Additionally, our team members receive training on our Diversity Policy to ensure they approach all interactions with cultural awareness and sensitivity. This ensures our staff are informed and equipped to meet our residents' needs with respect and understanding.

PATIENT/CLIENT/RESIDENT EXPERIENCE

At Cooksville Care Centre, we are dedicated to fostering openness and transparency with our stakeholders. Our Resident and Family Councils meet monthly to address concerns and provide valuable feedback to our team. These gatherings create opportunities for

residents and families to connect, share important information, and advocate for themselves and their community. In addition, our residents offer crucial feedback through annual satisfaction surveys. The results are carefully reviewed and lead to actionable improvements.

At the beginning of 2025, we created action plans to improve the response of the bottom 3 scoring questions from our Resident Satisfaction Survey. These are:

1. "When I need help, I get it right away"
 - a) All new nursing hires and current staff will receive education on the call bell policy during orientation and annually via Surge Learning
 - b) Use of the call bell escalation report if the call bell is not answered within 15 minutes. The Charge Nurse will complete the report and the Director of Care will review and take necessary action (process has been ongoing since December 2024).

2. "I have opportunities for friendship at my home"
 - a) Initiation of Welcome Party for new residents and internal transfers at the end of each month. Action has been implemented on January 27th, 2025.
 - b) Increase the number of integrated programs offered to the residents, i.e movie nights, zumba, mass, entertainment, bingo. An additional movie night has been implemented as of January 20th, 2025.

3. "I can access my trust account whenever necessary"
 - a) Residents with trust accounts will be reminded to direct inquiries

and concerns directly to the Business Manager.

b) Residents with POA/SDM will be reminded that they can reach out to their POA/SDM to gain access to their trust accounts at any time.

The above actions and survey results were shared with our residents during their Resident Council Meeting on January 8th. Family Council was informed of the same on February 24th. The results have also been publicly displayed on the Resident Council Board for all staff, residents, and families to view.

The role of the Quality Committee oversees all aspects of our continuous quality improvement initiatives and identifies change ideas that are tested and implemented in collaboration with the interdisciplinary team. CQI initiatives use Plan-Do-Study-Act (PDSA) cycles in line with the Model for Improvement. The Continuous Quality Improvement Committee meets on a quarterly frequency to monitor key indicators and elicits feedback from key stakeholders including residents and families. Through regular meetings and data review, the home can confirm whether the changes resulted in improvement and adjust if and where required.

Our Resident and Family Councils play an essential role in the home's Quality Improvement Program. Members are invited to attend and actively participate in our various committee meetings. Each council receives regular updates on ongoing initiatives and projects, and they are encouraged to offer suggestions, advice, or feedback for improvement. Both councils have the opportunity to openly express their concerns and make recommendations as needed.

PROVIDER EXPERIENCE

At Cooksville, we value and celebrate each team member as an individual. We foster both personal and professional growth by offering ongoing education, training, and access to valuable resources. Many of our team members have advanced in their careers by taking on different roles within our home, and we take great pride in promoting from within and supporting the development of our own talent.

Recognizing and appreciating our staff is a key priority. We enhance staff engagement through initiatives such as cheers-for-peers boards, raffles, summer BBQs, and holiday-themed events. We also conduct annual staff satisfaction surveys and share the results with our stakeholders. Similar to our resident satisfaction survey, this survey is designed to gather feedback on our services and experiences. By setting strategic goals, we can effectively address this feedback, track progress, and continuously seek opportunities for improvement.

Looking ahead to 2025, Cooksville will embark on an exciting journey with the implementation of the Butterfly Project. We believe this initiative will not only enrich the experience and environment for our residents but also create a more fulfilling workplace for our team members.

SAFETY

Cooksville is committed to upholding the Residents' Bill of Rights as outlined in the Fixing Long-Term Care Act (FLTCA), 2021. We strive to create an environment where residents can live with dignity, safety, and comfort, while ensuring their social, spiritual, and cultural needs are respected and supported.

We are dedicated to ensuring resident safety by strictly adhering to all established policies and procedures. Our home maintains a zero-tolerance policy for any form of abuse or neglect, including physical, sexual, emotional, verbal, and financial abuse. Such behavior is unacceptable and will lead to immediate disciplinary action, including possible termination. This policy is thoroughly communicated to all staff and volunteers during onboarding and reviewed on an annual basis.

Anyone who suspects resident abuse must report it immediately, failing to do so may result in disciplinary action. Staff who report abuse truthfully are protected, ensuring a safe and transparent environment for all residents.

At Cooksville, resident safety is also a priority in both falls prevention and antipsychotic medication reduction. Our home implements personalized care plans, and environmental modifications to reduce fall risks. Regular assessments and the use of falls prevention devices (i.e floor mats, call bells and chair/bed alarms) also help ensure our residents' safety.

Lastly, Cooksville follows Ontario's guidelines to reduce antipsychotic use, by conducting regular medication reviews and promoting the use of non-pharmacological approaches. Both areas are closely monitored to ensure the highest standards of care and resident well-being.

PALLIATIVE CARE

As part of our 2025 Annual Goal, our pain and palliative program will focus on enhancing the early identification process for palliative and end-of-life care services for new residents. To achieve this, we will implement the following initiatives:

- Full implementation of the RNAO Palliative & End of Life (EOL) Clinical Pathway by March 27th, 2025
- All day and evening shift registered staff to be trained on the assessment by March 26th, 2025
- 100% completion of the RNAO Palliative Clinical Pathway Assessment within 14 days of admission
- Monthly compliance audit of the RNAO Palliative Clinical Pathway Assessment

In addition to these initiatives, we will continue utilizing our palliative carts and provide ongoing palliative care education for all staff through Acclaim Health.

Our goal is to deliver holistic palliative and end-of-life care, ensuring residents experience maximum comfort, effective pain management, and compassionate support. By prioritizing dignity and quality of life, we strive to provide meaningful care for both residents and their families during their challenging time.

POPULATION HEALTH MANAGEMENT

At Cooksville, we are dedicated to continuously improving the quality of life for our residents through collaboration with our team members and families. We recognize that emotional well-being is just as essential as physical care and actively seek partnerships to enhance our knowledge and skills.

With the support of Healthcare Excellence Canada (HEC) and training from Meaningful Care Matters (MCM), we have adopted the QUIS methodology. This approach allows us to evaluate and enhance interactions between team members and residents by identifying and minimizing task-focused interactions while promoting meaningful and engaging connections.

As part of our commitment to person-centered care, Cooksville is also preparing to implement the Butterfly Model of Care, with the goal of achieving accreditation and further enriching the living experience for our residents.

Additionally, through our partnership with WELBI, we have integrated their all-in-one platform to gain deeper insights into each resident's history, preferences, and interests. The software offers alerts and recommendations, enabling staff to better tailor services to their individual needs. It also enhances communication and strengthens connections between staff, families, and residents. Utilizing this information, will allow our team to improve daily interactions and create personalized recreational plans for each resident.

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