

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

April 29, 2025



OVERVIEW

Banwell Gardens Care Centre is a 142 bed long-term care home on the edge of Windsor, near the quaint town of Tecumseh. Our accredited home is steps away from local shopping and restaurants and filled with friendly staff and many wonderful residents who have resided in our home for several years.

At Banwell, we take pride in nurturing all aspects of our residents' welling, not limited to just physical but including emotional, social, cultural, and spiritual needs. We encourage our residents to engage in meaningful activities of their choosing. We have created a home-like environment with welcoming spaces for residents to gather with each other and their loved ones. We encourage families to participate in the life of the home, whether that is attending social programs, enjoying a meal with their loved one, or simply sitting with their loved one enjoying the day to day hustle and bustle of the home.

Our Restorative Care Philosophy further strengthens the commitment to excellence in care. We believe in supporting positive relationships among residents, families, personnel and community support. As well, we encourage residents to stay connected and active in the community through attending spiritual groups, social groups, community agencies, etc.

We actively promote and support ongoing training and education programs to enhance personal and professional growth that will assist with fostering a person-centered philosophy of care. We are committed to providing care that is evidence based and/or based on the best prevailing practice(s) while following our home's policies and procedures as outlined for all staff/visitors in our home.

Personnel at all levels of the organization obtain feedback from residents through satisfaction surveys and questionnaires as well as forums such as Residents Council. Input from residents and families is used in a positive and meaningful way to strengthen our philosophy of person-centered care and our commitment to uphold ethical principles and the organizational vision, mission and values.

Our Quality Improvement Plan was developed by reviewing all of our quality indicators in alignment with the publicly reported data from Canadian Institute of Health Information (CIHI), considering the voice of our customer through the results of our Resident Satisfaction Surveys, Family Satisfaction Surveys, Staff Satisfaction Surveys, and feedback from other stakeholders. Our team collectively evaluated change ideas and determined which ideas would best suit the needs of the residents and benefit the home overall.

Our Quality Improvement Plan (QIP) will focus on the following areas:

1. The number of ED visits that were considered potentially avoidable.
2. The percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and antiracism education.
3. The percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".
4. The percentage of residents who responded positively to "Do you feel you have a voice and are listened to by staff?"

5. The percentage of residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment.
6. The percentage of residents who fell during the 30 days preceding their resident assessment.
7. The percentage of residents who had a "worsened stage 2-4 pressure ulcer in the 7 days preceding their assessment".
8. The percentage of residents "With pain in the 7 days preceding their resident assessment".

At Banwell Gardens Care Centre, we will incorporate our successful ideas from the previous Quality Improvement Plans and utilise all available resources, which is outlined in our 2025/2026 work plan.

The role of our Interdisciplinary Quality Improvement Committee is to oversee all aspects of our Continuous Quality Improvement (CQI) program and initiatives. The committee identifies change ideas that are tested and implemented in collaboration with the interdisciplinary team. The team meets on a quarterly frequency to monitor key indicators and action plans, and seek 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 make adjustments to change ideas where needed.

ACCESS AND FLOW

Since August of 2017, Banwell Gardens Care Centre has partnered with Windsor Regional Hospital and procure a Nurse Practitioner who works in our home through the Nurse Practitioner Led Outreach Team (NLOT). This nurse practitioner collaborates with our home to provide education and improve access to nursing assessment and on site care for our residents.

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. We are fortunate to have full-time in house support from a Social Worker. The Social Worker is instrumental in assisting our residents in all matters. Whether it is navigating through the various government assistance programs, or supporting them through their grief process, she is there to offer her guidance and support.

We have many external partners who come into the home to assist our residents with various aspects of their care, such as wheelchair services, Medigas for oxygen therapy, external Behaviour Support Ontario (BSO) personnel, lab technicians and mobile x-ray. These service providers allow our residents to remain in the comfort of their home while receiving timely service and promoting excellence in care. Our team is continually searching for new ways to ensure our residents' needs are met and that the quality of the services provided are evaluated and continuously improving.

EQUITY AND INDIGENOUS HEALTH

Banwell Gardens is dedicated to fostering an inclusive and culturally respectful environment for all its residents, with a particular commitment to honouring the traditions and rights of the French speaking community that we support. We have services available in our home for individuals whose primary language is French and we also have team members in the home who can communicate in a variety of languages additional to English and French.

We have a partnership with College Boreal to provide preceptorship to french speaking individuals who are pursuing Personal Support Worker (PSW) and (Practical Nurse Students) PN Student programs. We have been fortunate to hire many of them as team members once their education is completed.

Our home employs a policy on Diversity, Equity & Inclusion (DEI) and team members receive training on during orientation and on an annual basis to ensure they approach all interactions with cultural awareness and sensitivity.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Banwell Gardens is committed to supporting the voice of the resident, whether that is through the residents' council or the annual resident satisfaction survey. We value their input and feedback and strive to make improvements to our care and services. By collecting and analyzing data from the resident experience surveys, we identify common themes and areas of concern, such as communication, accessibility, and resident overall satisfaction.

The Resident Council is a forum for residents to meet monthly to

discuss topics of importance and they play a key role in our quality improvement program within the home. All proposed and current quality improvement initiatives are reviewed with the Resident Council and for input.

The Resident Satisfaction Survey was completed in fall of 2024 with completion rates rated with Resident Council on October 9, 2024 and then the results of the survey was reviewed with the Resident Council on December 12, 2024. After reviewing the 2024 satisfaction survey results we recognized that the top three areas of concern were, 1.) "when I get help, I get it right away", 2.) "staff have enough time for me", and 3.) "I can access my trust account whenever necessary". The leadership team collaborated with the Resident Council and developed an action plan to address these areas of concern. Updates on action items will be shared to the Resident Council as needed throughout 2025.

Banwell Gardens does not currently have an active Family Council and we make effort to provide families with information on the importance of this forum as a valued support of the residents and the home at large. We continue to share information with families through weekly news updates and on an ad hoc basis.

PROVIDER EXPERIENCE

At Banwell Gardens we respect that we work in the residents home and our main priority is to care for the needs of our residents. However, we also recognize that our staff invest a great deal of time and energy into the home and we want to support them however we can. Recognizing and appreciating our staff is a key priority. We host various social events, support nurses week and caregivers week, employee recognition, and various holiday parties.

We also encourage our staff to join and participate in the Wellness Committee. This committee plans various engagement activities selected from staff input with a variety of anecdotal calendars for fun events, and monthly themes.

The Executive Director continues to host a "Take 5 with Sara" on a weekly basis as an opportunity for staff to take 5 minutes and join the ED in her office. Staff are encouraged to discuss concerns, plans for the future, personal issues, express their feelings of joy, happiness, sadness, etc.

The organization also has an Employee & Family Assistance Program (EFAP) which is promoted in our internal committee meetings, at new hire orientation, and through posters on our wellness board. This program is available anonymously, 24 hours a day, 7 days a week for our employees.

SAFETY

Banwell Gardens is committed to upholding the Residents' Bill of Rights as outlined in the Fixing Long-Term Care Act, 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.

Our goal is to achieve a safe and secure environment and clean living space for our residents. Education is a vital component in skill development and continuous growth as well as essential in reducing the risk to the residents. The Surge Learning platform is utilized to provide education to all staff. There are videos, reading materials, quizzes and opportunities for staff to ask for clarification on all topics. We also utilize the Clinical Practice Coordinator (CPC) and the Staff Development Coordinator (SDC) and the Wound Care Champion (WCC) to provide hands-on education to staff about various topics throughout the year. We have also partnered with the RNAO to implement their clinical pathways. This will assist in lowering risks by early identification of any change in health so that clinical decisions can be supported and the appropriate interventions can be put into place.

PALLIATIVE CARE

Banwell Gardens has developed an educational support brochure for families and residents surrounding palliative and end of life care. These brochures are offered to families at their initial care conference and again at end of life. As part of our annual goals for 2025 we are focusing on early identification of palliative and end of life care needs for our residents. We are implementing the Registered Nurses Association of Ontario (RNAO) Palliative & the End of Life (EoL) Clinical Pathways. All registered staff have

undergone training on the new assessments and we will begin utilizing them March 27, 2025. We are committed to achieve 100% completion of the RNAO Palliative Clinical Pathway Assessment within 14 days of move in and we will conduct compliance audits on completion and accuracy of the assessment moving forward throughout 2025.

We will continue to offer comfort items via a cart available at bedside for family members who are supporting their loved one during their final days. The cart contains a variety of items including reading materials, a selection of music, and is restocked daily with coffee or tea and fresh fruits and pastries from the kitchen.

Through our music care program we ask residents to select their own dignity song (can be any song of their personal choosing) which is noted in their care plan so the charge nurse or designate can easily find it and this is a song that will be played during our "Honour Guard" as the resident leaves the building for the final time. The goal is to have all of our new residents select a dignity song by their the time of their 6 week care conference and to have 100% of the existing resident population select a song by July 1, 2025.

POPULATION HEALTH MANAGEMENT

Banwell Gardens is committed to partnering with other health service organizations to address the unique needs of the residents in our care. Our Home is focused on improving integrated care for our residents. The key to successful collaboration is to identify the health needs of our residents. To achieve this, the Executive Director participates in the local Facilitators Operators Group (FOG) meeting on a quarterly basis. FOG facilitates the exchange of

insights and strategies to enhance the sector's effectiveness, focusing on both educational growth and collaborative problem-solving.

Banwell Gardens has also partnered with Health Excellence Canada (HEC) and Meaningful Care Matters to adopt and move forward the Meaningful Care Matters methodology in the home. This approach to care allows us to evaluate and enhance interactions between team members and residents by identifying and minimizing task-focused interactions while promoting meaningful engagement and connections. Adopting the QUIS novel approach in Canadian Long-Term Care allows us to measure the quality of interactions between team members and residents. We continue to recognize, name and quantify controlling interactions, those that are neutral (task-focused) and those that are truly meaningful. Each month our home completes 4 hours of QUIS observation, the results of the observations are discussed at respective meetings within the home experience.

Banwell Gardens has also been a long standing member of the Ontario Long-Term Care Association and the leadership team attends many of their educational sessions including but not limited to: Knowledge breaks, bi-weekly update calls, Together We Care Conference and This is Us Long-Term Care Conference. The networking and vendor shows at the conferences provide many opportunities for knowledge exchange and enhanced communication between community partners.

CONTACT INFORMATION/DESIGNATED LEAD

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