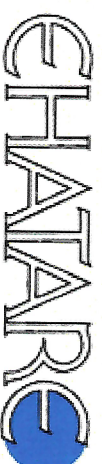


Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario

March 28, 2025



OVERVIEW

At Ehatare Nursing Home we strive to be a leader in the long-term care sector, recognized for high quality care and a clean and friendly environment. We aspire to enhance our resident's quality of life by valuing resident rights and personal needs, increasing availability of quality services, and maintaining a safe and inclusive environment.

Ehatare Nursing Home is a small ethnic not-for profit 32-bed long term care home that offers 24/7 nursing care to residents with a variety of physical and cognitive conditions in a clean and safe environment. Quality is the foundation of everything we do. This is achieved through partnership with other Health Organizations and service providers who share best practices, current research-based knowledge and resources directly to our Home.

Ehatare is proud to have many long-standing staff who are dedicated to the residents and work they do. Opportunities for growth and further education keep staff knowledgeable and dedicated to their work and the residents. Ehatare's partnered with Centennial College and Canada Summer Jobs to bring students to the Home, fostering a future workforce.

Ehatare Nursing Home has a long history of resident, family and caregiver engagement. We believe that stakeholder involvement helps develop trust and meaningful feedback that can be used for further improvement.

Ehatare Nursing Home looks forward to participating in the Long-Term Care Homes Cultural Pilot Program, implementing RNAO Clinical Pathways programs, and Dementia Care Preparedness Initiative this year.

ACCESS AND FLOW

Ehatare Nursing Home has partnered with other health service organizations across the system to optimize access to evidence-based care in a timely manner. This has been beneficial in proper management of acute situations and developing long-term management of care. With complex cases being prioritized for LTC admission, Ehatare endeavours to bring as many quality services as possible to the Home to benefit residents and their personal needs.

Thanks to government funding, Ehatare was able to purchase diagnostic equipment, IV and wound equipment, and associated training to improve the management and treatment of conditions that commonly lead to avoidable emergency department visits.

Avoiding unnecessary Hospital visits helps promote resident centered care and their sense of security while also considering the resources of other health service organizations.

Partners such as the Behavioral Services Ontario Teams, Scarborough Health Network Hubs, have helped bridge gaps resulting in residents receiving care and services in a timely manner. Availability of IPAC equipment and vaccines for residents and staff in-Home has been vital for maintaining a safe environment. Education and training to staff from other health service organizations has helped employees support the residents more effectively and efficiently.

EQUITY AND INDIGENOUS HEALTH

Ehatare Nursing Home recognizes the importance of residents' culture, physical, spiritual, and traditional beliefs. We strive to

provide the highest possible standard of health for all people. At Ehatare, we are fair with distributing resource, services, assessments and opportunities to our residents and employees.

Even though Ehatare Nursing Home is considered an ethnic Home that predominantly caters to Estonian's who immigrated to Canada, we strive to provide person centered care regardless of the race, ethnicity, religion, gender, age, social class, socioeconomic status or other socially determined circumstances. This is supported by our multicultural staff. Estonians, being a minority group in Canada, understand the importance of recognizing and maintaining traditions for a better quality of life. We view commonalities as a strength, focusing on similarities rather than differences. As of 2025, almost half of our residents are from other cultures.

Ehatare uses a person-centered approach to understanding resident's needs by asking residents/SDM's to share preferences and expectations for the resident's care, dietary preferences, personal beliefs and interests. Ongoing reviews and care conferences with residents/SDMs allow for information to be reassessed and updated. Information is documented and communicated to employees through committee meetings and team huddles to promote continuity of care.

Ehatare has been selected to participate in the Long-Term Care Homes Cultural Pilot Program which aims to facilitate culturally appropriate placements of long-term care applicants. Care can be more personalized when we understand and honor the interest of persons of a particular region, ethnic origin or linguistic origin.

Ehatare employees participate in diversity, equity, and inclusion

training. Due to the small size of our Home, staff and residents can better get to know one another. Creating an environment where people feel free to express their opinion and feel confident they will receive responses is foundational for building trust, health equity and quality care.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Ehatare Nursing Home endeavours to provide care services that are consistent with resident preferences and current professional knowledge to promote desired health outcomes.

Stakeholder feedback is valued and used to identify opportunities for ongoing improvement. Engagement is encouraged through routine communication such as Care Conferences, Quality Committee meetings, Food Committee meetings, general updates, Satisfaction Survey and Resident and Family Council Meetings. Items arising from meetings, concerns and complaints are responded to in a timely manner to help build trust through transparency, accountability and efficiency. Concerns or complaints are reviewed quarterly to analyze trends and identify necessary interventions.

Multidisciplinary team involvement helps balance customer preferences and professional knowledge. Consultations with Scarborough Health Network Hubs and Behavioral Support Ontario Teams help promote more personalized care and activities for residents and families by identifying best practices and proper implementation to achieve desired outcomes. Ehatare is looking forward to partnering with Ontario CLRI Dementia Care Preparedness Initiative to identify possible areas of improvement in our existing program. Ehatare believes addressing concerns efficiently and effectively is key to customer satisfaction and engagement.

PROVIDER EXPERIENCE

Ehatare Nursing Home is fortunate to have many longtime employees, demonstrating the passion and dedication they have to

their work and the Home. Ongoing education and opportunities for growth and advancements within the Home are encouraged and supported. This promotes direct interest in the organization, job security, and staff satisfaction creating a positive work environment.

Ehatare Nursing Home has partnered with Ontario Center for Learning, Research and Innovation in Long-Term Care (CLRI) Preceptor program to improve recruitment and retention. The Preceptor Program allows for Ehatare staff to provide mentorship to students from Centennial College. Staff engagement is encouraged through program incentives and working with knowledgeable students. Students not only receive mentorship from experienced Ehatare staff preceptors but also have the opportunity to gain experience in a local workplace that could lead to recruitment.

Thanks to ongoing partnership with the government program Canada Summer Jobs, Ehatare has been able to hire young Canadians for the summer with the support of government incentives. This has been a positive experience for the staff and residents who benefit from the additional support and has led to staff recruitment and retention.

Ehatare strives to maintain a positive workplace culture and understands that employee satisfaction correlates with customer satisfaction. Regular communication through preferred methods encourages transparency, consistency, and efficiency. This provides staff with a sense of confidence to respond to situations appropriately, while maintaining Ehatare's values. Partnerships with Scarborough Health Network, Behavioral Services Ontario Teams,

CareRx, Advantage, Point Click Care and RNAO promotes progress in knowledge and services by keeping staff up to date with evidence-based practices, allowing them to advocate for meaningful change.

Ehatare Nursing Home increased direct care staffing to balance resident needs and workloads, and to support new objectives. Acknowledging and appreciating staff efforts through preferred methods encourages staff satisfaction and engagement in new initiatives.

SAFETY

Ehatare Nursing Home views safety as foundational for a healthy environment and quality improvement. Everyone who delivers, supports, organizes and funds healthcare has a duty toward patient safety. Those who receive healthcare are also offered the relevant skills and opportunity to contribute to their own safety.

Ehatare employees stay up to date with evidence-based practices through training in WHMIS, Infection Prevention and Control, Gentle Persuasive Approaches to Dementia Care, Joint Health and Safety, Ministry Reporting Requirements, CPR, and Equity, Diversity, Inclusion, and Anti-racism education. With ongoing training, Employees are familiar with identifying new or emerging safety issues.

Routine and situational reviews with interdisciplinary and multidisciplinary teams help provide a more rounded picture of potential risks and trends and how to properly address them. Thanks to government funding, Ehatare was able to increase direct care hours for residents to increase direct time spent with

residents. High Intensity Funding has helped provide 1:1 care for residents with high risk needs.

Partnering with Behavioral Services Ontario Teams like GMHOT, Baycrest, PRC and NLOT not only provides timely support for person centered interventions, but the sharing of best practices so employees can proactively manage risks. With the support of government funding, Ehatare was able to purchase medical equipment to support early detection and management of care needs, promote the avoidance of hospital visits and admissions, and support the needs of those with complex conditions.

Ehatare respects and values residents' rights and the necessity for person-centered care. Residents/Substitute decision makers are made aware of potential risks and how they can influence their own safety outcomes during admission process, care conferences, Resident and Family Council Meetings and other forms of preferred communication. Healthcare is founded on relationships. By investing in relationships that foster respect, trust, collaboration, and open communication, we maintain a positive culture of safety.

PALLIATIVE CARE

Ehatare Nursing Home is committed to delivering high quality palliative care services to its residents/families. Understanding the highly personal nature of palliative care, Ehatare strives to maintain trust with residents/families to better serve the residents and their loved ones in this difficult time of need. This is achieved through goals of care conversations along the palliative care trajectory, educating residents and families about available services, and partnering with health care organizations to stay up to date with best practices to improve quality of services.

Goal of care conversations occur upon admission to the Home and when there is a change in condition that flags the need for palliative care. There may be further conversations throughout the trajectory based on residents wishes or needs. These conversations focus on making sure the resident is aware of their condition so they can make educated decisions regarding their treatment.

To empower residents and their families, Ehatare offers regular educations and resources that focus on palliative care principles, advanced care planning, and coping strategies. These initiatives help families understand the goals of palliative care and help clarify expectations to enhance their ability to communicate their wishes and needs. By providing access to written materials, online resources, and support groups, the organization fosters a supportive environment that promotes informed decision-making and holistic well-being.

Quality improvement initiatives aimed at enhancing palliative care services include regular assessments of resident and family satisfaction, tracking outcomes related to symptom relief, and identifying areas for improvement. Receiving feedback from families about their experiences with the care received is used to make data-driven adjustments to our services, ensuring that we consistently meet the evolving needs of those we serve.

Ehatare has a dedicated palliative care team that meets regularly to ensure needs are being met and new ideas/improvements are being implemented. Ehatare is looking forward to implementing the research-based practice, RNAO clinical pathway-palliative project this year.

POPULATION HEALTH MANAGEMENT

Ehatare Nursing Home strives to meet the needs of the community it serves. Recognizing the benefit of aging in place and access to services, Ehatare provides a variety of services with the goal of improving the health needs of persons along the continuum of care.

Ehatare has a Retirement Home located in the same building as the Nursing Home. Many of the residents in the Nursing Home once lived or were involved with the Retirement Home. While they may be separate Homes, the continuity of some of the staff, services and environment has shown to be beneficial for vulnerable residents having to navigate the health system. Ontario Health @Home provides home care services to the residents in the Retirement Home who require acute assistance or ongoing care. Those who receive services from OH@Home are also eligible for Nurse Practitioner services. This service helps bridge the gap for residents who have acute health problems but do not need hospitalization, and for residents who are not yet accepted to long term care.

CONTACT INFORMATION/DESIGNATED LEAD

Manjula Sivakumaran - ADOC, RAI & Quality Coordinator

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



Board Chair / Licensee or delegate

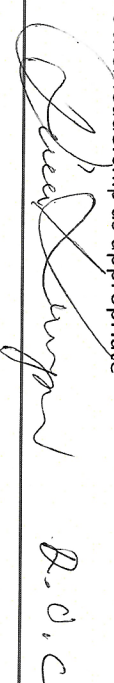


Administrator / Executive Director



Quality Committee Chair or delegate

Other leadership as appropriate



R. Sivakumaran