

Let's Make Healthy
Change Happen.



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

Overview

H.J. McFarland Memorial Home is focused on enhancing the Quality of Life for our residents. Guided by our Mission to provide compassionate, resident-centered care in compliance with the Long-Term Care Homes Act, we are shifting toward an emotion-based model of care that prioritizes individual autonomy and dignity. Our Vision is to be the Long-Term Care Home of Choice in Prince Edward County by creating environments that feel less like an institution and more like home.

This progress is driven by our core Values: putting residents first, ensuring safety for everyone in the Home, and respecting the ability of residents to direct their own care. We are strengthening our workforce through increased training and support, recognizing that a healthy work environment directly improves resident outcomes.

Technological innovations are streamlining monitoring and communication, but our most significant shift is toward a holistic approach. By addressing physical, emotional, social, and spiritual well-being, we ensure that daily life includes meaningful engagement and purpose. Through family involvement and a commitment to mutual respect, we are building a true community where a positive, enriching experience for our residents remains the primary goal.

Access and Flow

H.J. McFarland Memorial Home is prioritizing Access and Flow to ensure safe, efficient, and evidence-based transitions for our residents. As a Best Practice Spotlight Organization (BPSO), we strive for smooth transitions in care, ensuring they meet the highest professional standards. This clinical precision is supported by the BOOMR program through our pharmacy, which streamlines medication reconciliation to reduce errors during admissions.

To provide high-level medical services in-house and reduce unnecessary hospital transfers, we work closely with the Nurse Practitioner-Led Outreach Team (NLOT). This partnership allows residents to receive acute-level support in the comfort of their own home. Our commitment to seamless transitions is further strengthened by active involvement with the Access and Flow Action Team and deep integration with community partners, including Seniors Mental Health and the Behavioural Supports Ontario (BSO) Mobile Response Team.

By focusing on these strategic pathways, H.J. McFarland Memorial Home ensures that clinical excellence and resident safety remain at the forefront of every transition.

Equity and Indigenous Health

H.J. McFarland Memorial Home is deeply committed to Equity and Indigenous Health by fostering a culture of inclusion that extends from our residents to the broader municipality. As a municipally owned home, we have a Diversity, Equity, and Inclusion (DEI) Committee. Our team participates in monthly meetings to help build policies and initiatives that ensure a fresh, inclusive perspective is integrated into both the Home's daily operations and the municipality.

To ensure these values are upheld consistently, we provide yearly education and training on diversity, equity, and inclusion for all staff. This continuous learning helps our team better network between residents, staff, and the committee to bring insightful outlooks to our care delivery.

This commitment starts at the very beginning of the resident journey. During our admission assessments, we specifically capture personal, cultural, and spiritual beliefs, values, and preferences. By integrating this information in conjunction with our HPG

assessments from the community/hospital setting, we can promote positive health outcomes and ensure that every care plan is a true reflection of the individual's identity and heritage.

Patient/Client/Resident Experience

At H.J. McFarland Memorial Home, the resident and family experience is the cornerstone of our continuous improvement efforts. This year, we saw a meaningful increase in engagement, receiving 43 survey responses: 36 from residents with a Cognitive Performance Score (CPS) of 3 or lower and 7 from family members and friends. These insights are invaluable to our strategic planning.

To ensure our improvements are truly resident led, we have shared these results with our Family Council and will be engaging the Resident Council to identify the topics most important to them. This collaborative process is expected to yield approximately 10 priority items, which will form the basis of a formal action plan. Every objective within this plan is developed using the SMART framework, ensuring our goals are Specific, Measurable, Achievable, Relevant, and Time-bound.

We believe that improvement is an ongoing conversation rather than a one-time event. To that end, we maintain a constant feedback loop through follow-up surveys, phone calls, emails, and in-person conferences. By involving residents and families throughout the implementation process, we ensure that our changes are effective, responsive, and most importantly, focused on enhancing the daily quality of life for everyone who calls our Home their own.

Provider Experience

H.J. McFarland Memorial Home is actively addressing workforce challenges through a deep commitment to professional development and strategic educational partnerships. By collaborating with the HealthPULSE Shuttle Bus, Loyalist College, Loyola, and other secondary institutions, we provide placement students with invaluable real-world experience in resident care, communication, and empathy. These students are mentored by our own experienced team, including the 52% of our **PSWs** who have completed the CLRI Preceptor Course, ensuring they receive the highest level of professional guidance.

Our partnership with Loyalist College is further strengthened by the Living Classroom program, funded by the RIA. This initiative creates a supportive, practical learning environment that increases student engagement and builds a potential career path directly into our Home. By maintaining regular communication with the college and integrating student feedback, we have already expanded the program for several cohorts to include more students and increased lab time. We have received funding for the living classroom cohort four.

We also believe in "growing our own" by offering career advancement to our current team. Through the Humber Learn and Earn program, staff from other departments can transition into PSW roles via a 22-week hybrid course, applying their new skills in a setting they already know. We are also looking at expanding into the Humber Learn and Earn program for RPN's. Furthermore, we utilize the Nursing Graduate Guarantee (CCPN), Nursing Partnership for Learning, Employment, Development, growth, and Experience (Nursing PLEDGE) Program and PSW Return of Service (ROS) programs as incentives for new graduates. These programs provide financial support for schooling in exchange for a multi-year commitment to our Home, ensuring long-term staffing stability and a high standard of care for our residents.

Safety

Safety at H.J. McFarland Memorial Home is built upon a foundation of constant communication, leadership support, and proactive education. To ensure high standards of care, we implement structured meetings designed to identify and mitigate risks before they escalate. This cycle of safety begins at every shift change with a detailed shift report, documenting resident condition changes and environmental hazards. These insights are funneled into daily management meetings, where leadership addresses operational and safety matters promptly. At the departmental level, team huddles and allow staff to address immediate care concerns in real-time, ensuring that frontline communication is streamlined.

A major focus of our safety strategy is our proactive approach to falls prevention. We have seen significant success by identifying and flagging residents who are at a high risk for falls and referring them to our Pharmacy team for a comprehensive medication review. This targeted intervention ensures that any pharmacological factors contributing to falls are addressed, integrating clinical expertise directly into our safety outcomes. Furthermore, we intentionally flag residents being followed by our Behavioural Supports Ontario (BSO) team. This proactive flagging ensures that all staff are aware of potential safety risks and can implement the necessary personalized interventions immediately.

Our commitment to a secure environment is verified through a robust Health and Safety program. Each month, a home wide Health and Safety audit reviews all physical areas to ensure regulatory compliance and hazard identification. Regular Clinical and Nursing

audits evaluate care practices, infection control, and documentation standards, while our Nutritional Supervisor and Dietitian conduct audits to monitor nutritional safety and prevent malnutrition or choking hazards.

Education serves as the backbone of these efforts, utilizing Surge Learning to track staff training progress on safety focused protocols. By combining this continuous monitoring, regular auditing, and leadership-driven accountability, we maintain a secure environment where both residents and staff can thrive.

Palliative and End of Life Care

At H.J. McFarland Memorial Home, we are committed to delivering the highest quality of palliative and end-of-life care by integrating clinical expertise with deep compassion. This commitment is supported by a robust network of external partnerships, including RNAO Best Practice Coaches and the Pain and Palliative Symptom Management Consultant team. We also work closely with Hospice Prince Edward and the VON to sharpen our program, ensuring that our residents have access to specialized symptom management and non-pharmacological comfort measures.

Education is a cornerstone of our palliative approach. We provide ongoing training to both new and current staff on topics ranging from advanced pain management to supporting families through the grieving process. This clinical focus is balanced by an emphasis on early communication; upon admission, we engage families in discussions regarding advanced care planning and goals of care. Residents and families are provided with an "End-of-Life Wishes" booklet and a "What to Expect" guide, allowing us to capture personal preferences and unique "wish lists" that ensure the final journey is as meaningful and comfortable as possible.

Our interdisciplinary Palliative Care Committee meets monthly to review current practices and ensure our policies remain aligned with provincial best practices. We also maintain a continuous feedback loop by sending evaluation surveys to families several weeks after a resident has passed, using their insights to further refine our services.

Finally, we take great pride in our Honour Guard ceremony, a powerful tradition of respect and remembrance. As a resident leaves the Home for the last time, staff form two lines to offer a final goodbye while a meaningful song, requested by the resident or family, is played. During this ceremony, the resident is draped in a custom quilt, generously hand-made and donated by the Prince Edward County Quilters Guild. This holistic approach ensures that dignity, community, and respect are maintained from the first tour of our palliative suite until the very final farewell.

Population Health

H.J. McFarland Memorial Home actively manages population health by integrating specialized community services directly into our care model. This proactive approach reduces unnecessary hospital readmissions and optimizes resource allocation by bringing high-level clinical support to the resident. To address specific health needs, we collaborate with external providers for advanced foot care, eye clinics, hearing services, and dentist/ denturist services. Additionally, our partnership with Lifemark ensures residents have access to rehabilitative support that enhances functional independence and overall quality of life.

Our collaboration with Behaviour Supports Ontario serves as a vital link for residents transitioning through mental health challenges, providing essential support for those experiencing depression, anxiety, or dementia-related behavioral symptoms. Our residents are supported by the BSO Mobile Response Team (MRT) and Seniors Mental Health (SMH), ensuring we find positive, personalized solutions for residents with evolving behavioral needs.

A key component of our resident care strategy is the integration of DementiAbility principles. By focusing on the resident's abilities rather than their losses, we create an environment that supports independence and reduces frustration. This approach uses environmental cues and memory aids to help residents navigate their day with dignity and allows staff to support the holistic health and well-being of each resident.

Clinical safety and healthy aging are further supported by expert consultants who work on-site. A community-based Dietitian collaborates with our Nutritional Supervisor to develop personalized meal plans that cater to specific dietary requirements and promote wellness. To maintain the highest standards of safety, we work closely with IPAC Hub Liaisons, who provide expert infection prevention and control guidance.

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 1, 2026

Dione Mills, Director, LTC

Corrinna Reynolds, Director of Care, Quality Committee Chair