



Quality Improvement Plan

Lanark Lodge prepares Quality Improvement Plans (QIP) as part of the annual planning cycle. The QIPs are submitted to Health Quality Ontario (HQP) each year. For the past two years, QIP submissions have been on pause while organizations did the necessary work to manage the COVID 19 pandemic.

QIP Planning Cycle and Priority Setting Process for 2023/24

Lanark Lodge's QIP and our ongoing commitment to quality resident care are constructed supporting the Home's Mission, Vision and Values as well as the 2024-28 Strategic Plan.

Mission, Vision, and Values

Lanark Lodge is committed to providing the safest, highest quality, most compassionate, and resident driven care to our residents.

Mission

"We are people caring for people, and are committed to providing safe, resident-driven, quality-based care and services in a home-like environment."

Lanark Lodge is an integral part of the local community. We work with our community partners to create a vibrant and home-like environment for residents and families. The physical environment as well as the social ambiance of the home is structured to reflect a community setting within which residents can easily identify.

Vision

Lanark Lodge is the home where life wellbeing matters most. Here, residents and families become friends, and staff feel like family.

Our Values

Together We're Better

Leading the Way

Caring from the Heart

The Quality Improvement Committee is comprised of Leadership, our Medical Director, Nurse Practitioner, RN, RPN and PSW staff representatives, residents and council of family and friends with multiple touchpoints of engagement with additional stakeholders.

Despite QIP submissions being suspended during the COVID 19 pandemic, we would like to share some of the many quality improvements we have made at Lanark Lodge to enhance resident care.



Administration

- Following an operational review, a new scheduling software, SSC, was purchased and launched.
- The Home has hosted two very successful in-house job fairs in partnership with Algonquin College.
- As part of the Home's ongoing recruitment and retention efforts, a review and update of onboarding and orientation program was completed and launched. This update involved the development of a peer mentorship program with over 50 staff trained in 2023.

Nursing Program

- Established new check and balance system for Critical Incident reporting to the Ministry of Long-Term Care (MLTC) per Fixing Long Term Care Act, 2021.
- The clinical nursing team also supported 4 comprehensive MLTC inspections this past year.
- E-connect Plus and Project Amplify launch in alignment with MLTC strategies to improve communication between health care partners and continuity of care.
- Residents First Spasticity Program launch; this is a referral-based program for treatment of residents suffering from spasticity (stiff or rigid muscles).

IPAC Program

- We're fortunate to have a permanent full-time IPAC RN who has recently completed credentialing requirements through Queens University.
- In addition to the robust education, surveillance, and auditing IPAC best practices in place, the Home administered over 351 vaccines in 2023, these included vaccines for influenza, COVID-19, pneumovax and tetanus.
- Updated orientation materials for new hires, students, and volunteers.

Dietary Services

- Continuation of the Tastes Like Home initiative whereby each month a resident shares a family recipe, in turn prepared and served by the Dietary Team.
- Planning and subsequent completion of the renovations to the Honey Suckle Haven's servery. This included the purchase of a new double door stainless steel fridge, new dining room chairs, dishes, lighting and artwork.
- Updates were completed in the Evergreens servery and dining room including painting, new chairs and dishes as well as a new steam table.
- Ongoing review and revisions to resident menus in keeping with Excellence in Resident Care commitments.



Recreation Services

- In support of the Butterfly Model of Care, further sensory scapes, mural and door skin installations have been put in place in the Maples and Oakridge Neighborhoods.
- Monthly pastoral care visits and non-denominational services continue as well as weekly Bible Study Group and Bimonthly Rosary Group.
- Bi-annual Celebration of Life Services re-established.
- Purchase of neurogym equipment in support of enhanced physiotherapy programming.

Environmental Services

Capital projects completed in the last year:

- HVAC upgrades
- Generator fuel tank upgrade
- Flooring replacement
- Roofing repairs/improvements
- Maples medication room renovation
- Sidewalk replacement at front entrance
- New washing machine

Lanark Lodge continues to plan and implement continuous quality improvement strategies supporting the Home's Mission, Vision and Values as well as the 2024-28 Strategic Plan. Ongoing engagement in collaborative practice and consultation with our Community Partners including the Ministry of Long-Term Care, Ministry of Health, Leeds, Grenville and Lanark District Health Unit, Perth and Smiths Falls District Hospital, Ontario Health-Home and Community Care as well as Lanark County.