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Report 2025-113

Report Title: Golden Plough Lodge Quality Improvement Plan

Committee Name: Community Health

Committee Meeting Date: June 3, 2025

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Approved by: Jennifer Moore, CAO

Council Meeting Date: June 18, 2025

Strategic Plan Priorities: ☒ Innovate for Service Excellence
☐ Ignite Economic Opportunity
☒ Foster a Thriving Community
☐ Propel Sustainable Growth
☒ Champion a Vibrant Future

Information Report

“That the Community Health Committee receive Report 2025-113 ‘Golden Plough Lodge Quality Improvement Plan’ for information; and

Further That the Committee recommend that County Council receive this report for information.”

Purpose

This report for information will provide an overview of the Golden Plough Lodge’s (GPL) Quality Improvement Plans 2025/26.

Background

As a requirement under the *Fixing Long-Term Care Act, 2021*, all Long-Term Care Homes must have a Quality Improvement Program. This includes developing an annual Quality Improvement Plan, referred to as a QIP.

The QIP focuses on areas of improvement in all departments across the home. The QIP is submitted to Health Quality Ontario annually, and includes a progress report, analyzing the previous year's successes or identified areas for further improvement.

Consultations

The GPL has a Continuous Quality Improvement (CQI) Committee that meets quarterly to review quality improvement initiatives currently being worked on, as well as to identify gaps that may need to be addressed. The CQI Committee membership includes all members of the Senior Management Team, Residents, Medical Directors, PT, Dietician, NP, Nursing staff and PSW staff.

The GPL also consults with community stakeholders, Public Health, Northumberland Hills Hospital, and the Ministry of Long-Term Care, on CQI initiatives.

The QIP is reviewed annually to identify and report on the success of CQI initiatives completed, and to analyze and identify areas of improvement. Both a QIP Workplan and a QIP Narrative are submitted to Health Quality Ontario (HQO) annually.

Legislative Authority / Risk Considerations

Ministry of Long-Term Care (MLTC)

Fixing Long-Term Care Act, 2021

Ontario Regulation 246/22

Health Quality Ontario, Ontario Health

Discussion / Options

HQO provides priority quality indicators of focus for all areas across the health sector, including Long-Term Care Homes, Hospitals, and Community Care providers. These priority indicators are included in Golden Plough Lodge's 2024/25 QIP and focus on areas such as access and flow, equity, experience, and safety.

The first priority indicator for the Long-Term Care sector, identified by HQO, falls under the area of Access and Flow, addressing rate of Emergency Department (ED) visits by LTC residents, with the goal to reduce these, providing the right care, in the right place, at the right time. The GPL has developed strategies, with support of a Nurse Practitioner and our Physicians, to reduce ED visits.

The second priority indicator for the Long-Term Care sector, identified by HQO, falls under the area of equity. HQO has identified that equity, diversity, inclusion, and anti-racism education is an essential component of employee training and competency across the sector and as such are asking homes to report the percentage of all employees provided training in this area, and to

identify strategies to provide this education. The GPL has initiated training modules for all staff, and in 2025/26 plans to create in-person awareness raising education on EDI at work and expects 100% of staff to receive the session. The GPL continues to work with community partners when developing sessions for in-person training to ensure this indicator is met.

The third priority indicator for the Long-Term Care sector, identified by HQO, focuses on the Resident experience. HQO is requesting that the sector focus on Resident and Family satisfaction survey results, as part of the homes quality improvement plans. GPL reviews all satisfaction survey results, identifying gaps and areas of improvement, as detailed by the resident or their family member. GPL Senior Management continues to meet regularly with Resident Council as part of our quality improvement planning processes, and our focus on person centered care.

The fourth and final priority indicator for the Long-Term Care sector, identified by HQO, is centered on safety, specifically falls prevention. The GPL has been working towards reviewing all Committees including the Falls Committee and is in the process of recruiting a multidisciplinary membership, that works to analyze our falls data and provide action items to be implemented to reduce falls in the home.

The GPL QIP Narrative (attachment 1) outlines the GPL commitment to improving quality of care under the HQO QI methodologies and stipulated guidelines and the QIP Workplan (attachment 2) outlines tasks to achieve stated objectives.

Financial Impact

N/A

Member Municipality Impacts

N/A

Conclusion / Outcomes

The GPL continues to strive for excellence in the care we provide to our residents. We will continue to maintain quality improvement initiatives in all areas of programming and services provided to our residents. The GPL strives to identify and facilitate action plans to address any areas for improvement and is committed to continuous quality improvement.

Attachments

- 1) Report 2025-113 ATTACH 1 '2025/26 QIP Narrative'
- 2) Report 2025-113 ATTACH 2 '2025/26 QIP Workplan'