

# Quality Improvement Plan (QIP) 2025–2026

## Introduction

The 2025–2026 Quality Improvement Plan outlines our organization’s commitment to enhancing resident safety, clinical excellence, and inclusive, person-centered care. This plan builds on previous successes while identifying key opportunities to reduce avoidable hospital transfers, strengthen preventative care practices, promote equity and inclusion, and ensure appropriate medication management. Through collaboration, education, and continuous monitoring, we aim to improve outcomes and quality of life for all residents.

## Change Idea #1: Reduce Emergency Department (ED) Visits

### Aim

Decrease avoidable Emergency Department transfers through proactive assessment, on-site diagnostics, wound prevention, and family education.

### Key Strategies

- Continue educating residents and families on in-home interventions that can prevent unnecessary ED visits.
- Continue collaboration with the Nurse Practitioner (NP) team from Royal Victoria Regional Health Centre (RVH).
- Utilize the Skin and Wound Care App to reduce the incidence and severity of wounds.
- Purchase and implement on-site diagnostic equipment:
  - Doppler ultrasound
  - Bladder scanner
  - Urine analyzerThese tools will support timely clinical assessment and reduce transfers for diagnostic testing.

### Measures

- Number of ED transfers per quarter
  - Number of wound-related ED visits
  - Percentage of assessments completed on-site using new equipment
  - Family satisfaction feedback
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## **Change Idea #2: Falls Prevention and Reduction**

### **Aim**

Maintain and further decrease the number of resident falls, particularly among high-risk residents.

### **Key Strategies**

- Continue comprehensive Falls Prevention Program.
- Identify high-risk residents through regular assessments.
- Monitor, reassess, and update individualized fall interventions.
- Conduct post-fall reviews and implement corrective action plans.

### **Measures**

- Total number of falls monthly
  - Falls with injury
  - Percentage of high-risk residents with updated fall care plans
  - Reduction rate compared to 2024–2025 baseline
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## **Change Idea #3: Equity, Diversity, Inclusion & Anti-Racism (EDIA)**

### **Aim**

Strengthen a culture of equity, diversity, inclusion, and anti-racism across the organization.

### **Key Strategies**

- Continue providing education sessions on EDIA principles.
- Integrate EDIA discussions into staff meetings and orientation.
- Offer refresher training annually for all staff.

### **Measures**

- Percentage of staff completing EDIA training
  - Staff survey results related to inclusivity
  - Number of reported concerns and resolutions
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## **Change Idea #4: Resident & Staff Engagement**

### **Aim**

Promote a culture of active listening, collaboration, and resident-centered care.

### **Key Strategies**

- Re-educate existing and new staff on the importance of listening to residents and including them in care conversations.
- Encourage resident participation in Residents' Council meetings to express opinions, ideas, and feedback in a safe and supportive environment.
- Provide staff education on effective communication and shared decision-making.

### **Measures**

- Residents' Council attendance rates
  - Resident satisfaction survey results
  - Number of suggestions implemented from resident feedback
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## **Change Idea #5: Appropriate Antipsychotic Use**

### **Aim**

Ensure appropriate and evidence-based use of antipsychotic medications.

### **Key Strategies**

- Continue use of IPAR (Interdisciplinary Progress Assessment Record) on admission.
- Confirm documented diagnosis supporting antipsychotic use.
- Conduct regular medication reviews with the interdisciplinary team.
- Monitor for gradual dose reductions where appropriate.

### **Measures**

- Percentage of residents on antipsychotics without a supporting diagnosis
  - Quarterly medication review completion rate
  - Reduction rate compared to prior year
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# Overall 2025–2026 Goals

- Reduce avoidable ED visits.
  - Decrease resident falls and fall-related injuries.
  - Improve wound prevention outcomes.
  - Strengthen inclusive and resident-centered care.
  - Ensure appropriate medication management.
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## Conclusion

Through these focused and measurable initiatives, the organization is committed to delivering safer, more responsive, and person-centered care in 2025–2026. By increasing on-site clinical capacity, strengthening preventative programs, and promoting inclusive engagement practices, we aim to reduce avoidable hospital transfers, minimize resident falls, and improve overall health outcomes.

Equally important, this plan reinforces our commitment to dignity, respect, and collaboration by ensuring residents and families are active partners in care decisions. Continuous monitoring, staff education, and data-driven evaluation will guide adjustments throughout the year to sustain improvements.

Together, these efforts will enhance quality of life for residents, support staff in delivering evidence-based care, and foster a culture of accountability, safety, and inclusion across the home.