



Committee of the Whole

Meeting Date: March 25, 2025

Submitted by: Brent Kerwin, Strathmere Lodge Administrator

Subject: Provincially-required Annual Quality Improvement Plan – 2025/26

BACKGROUND:

Health Quality Ontario (HQO) requires health care organizations, including long term care homes and hospitals, to complete, submit and post a Board-approved Quality Improvement Plan (QIP) annually. This year's QIP submission is due to HQO by April 1, 2025 for the period April 1, 2025 to March 31, 2026.

ANALYSIS:

HQO is under the umbrella of the Ontario Health super agency, and is dedicated to: reporting to the public about the quality of Ontario's publicly funded health system; supporting continuous quality improvement; and promoting healthcare based on the best scientific evidence available. A Quality Improvement Plan is, by HQO definition, "a formal, documented set of quality commitments, aligned with healthcare system and provincial priorities that a healthcare organization makes to its patients/clients/residents, staff and community, in order to improve quality through focused targets and actions."

Each QIP is based on standardized templates and guidance materials provided by HQO. Submitted annual QIPs are available for review by the general public (via HQO website), and are "reviewed and analyzed" by HQO "to help track healthcare system-level progress on priority indicators, and to identify strategies that organizations can use to further develop and achieve their plans".

The Strathmere Lodge 2025/26 QIP was drafted by The Lodge's Administrator through and with The Lodge's Quality Improvement (QI) Committee, comprising representation from residents, families, front-line staff, Lodge physicians and Management. Our QI Committee has selected the following focus area for improvement for The Lodge's 2025/26 QIP:

- Reducing/Minimizing the need to transfer residents to the hospital emergency department

The benefits of reducing/minimizing Lodge resident transfers to the emergency department include:

1. Keeping residents in their familiar surroundings (e.g., especially important for residents with dementia);
2. Contributing to the efficiency and effectiveness of hospital operations; and
3. Contributing to the efficiency and effectiveness of Emergency Medical Services (EMS) operations.

Our Change Ideas to reduce transfers to the emergency department are:

1. Recruiting a Nurse Practitioner (NP) via provincially available NP funding (e.g., a NP can do procedures like suturing as necessary in-house, thereby avoiding the need for hospital transfer);
2. Enhancing our nursing staff skills to provide Intravenous (IV) Therapy in-house (The Lodge recently received Ontario Health funding approval to purchase the necessary IV pump equipment and supplies); and
3. Refining our collaboration with the Middlesex-London Paramedic Service, further to the introduction of the “Community Paramedicine in Long Term Care (CPLTC+) Program introduced last Fall.


Throughout the 2025/26 year, the Quality Improvement Plan will be monitored by The Lodge’s Quality Improvement (QI) Committee, and adjustments to the QIP will be made to achieve the best outcomes.


FINANCIAL IMPLICATIONS:

The Lodge Quality Improvement Plan will be implemented via existing funding, and provincial funding available for Nurse Practitioners and specialized equipment.

ALIGNMENT WITH STRATEGIC FOCUS:

This report aligns with the following Strategic Focus, Goals, or Objectives:

Strategic Focus	Goals	Objectives
Cultivating Community Vitality 	Advance a diverse, healthy, and engaged community across Middlesex County	<ul style="list-style-type: none"> • Promote and support community wellness • Innovate social and community services • Attract, retain, and engage youth in our community • Champion and encourage active transportation and public transit opportunities

Strategic Focus	Goals	Objectives
Promoting Service Excellence 	Innovate and transform municipal service delivery	<ul style="list-style-type: none"> • Anticipate and align municipal service delivery to emerging needs and expectations • Engage, educate and inform residents, businesses, and visitors of county services and community activities • Collaborate with strategic partners to leverage available resources and opportunities • Build organizational capacity and capabilities

RECOMMENDATION:

THAT the Provincially-required Annual Quality Improvement Plan – 2025/26 Report be received for information;

THAT the 2024/25 Quality Improvement Plan be approved;

AND THAT the Strathmere Lodge Administrator be directed to submit the Quality Improvement Plan to Health Quality Ontario.