

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

July 31, 2024

## OVERVIEW

Belmont Long Term Care Facility is an accredited, privately owned, 128 bed long-term care home. Belmont Long Term Care Facility operates under the direction of the Ministry of Long Term Care of Ontario and is regulated under the Fixing Long Term Care Act, 2021, it's regulations and subsequent revisions. Our management team provides guidance and leadership to staff of our multidisciplinary teams. Our Mission: To make a positive difference in the lives of our residents, employees, families, volunteers, and students by providing optimum quality of life through compassionate care, and meaningful employment for our staff in a home-like environment. Our Vision: To be the recognized long term care leader of resident and family – centered care in the Belleville area, in an environment which is considered a caring place to call your home. Our Values: Belmont Long Term Care Facility recognizes that each resident must be given the opportunity to realize their individual potential quality of life, and the right to receive the highest standard of care. Belmont Long Term Care Facility is committed to quality improvement initiatives that support the priority indicators of Ontario Health and Ministry of Long-Term Care high priority risk areas in a cost effective manner and are based on feedback from our residents, family members, community partners and staff.

## ACCESS AND FLOW

Belmont has added hours and more Personal Support Worker staff members to the floor, which by doing so, helps add more care time for the residents and allows for better, more efficient quality care that all residents deserve. Belmont also uses an electronic tracking system when it comes to tracking infections. This will allow all staff to help prevent the spread of infection and better track the possible spread. This will allow all staff to spend more time with our residents and keep them safe. Belmont also uses an electronic system that allows for better communication with the facility physician and prevents an increase in possible medication errors. It also decreases the chances for errors when trying to read medication orders and allows for faster transactions between the facility and the facility physician.

## EQUITY AND INDIGENOUS HEALTH

Belmont is committed to fair and accessible employment practices. We are committed to the continuation of the utilization of staff with short-term and long term medical issues when able. We continue to accommodate when we can, all cultural and religious practices and embrace new cultures. We continue to support international staff with their educational and employment opportunities. We are committed to support the SPEP program for internationally trained nurses.

## PATIENT/CLIENT/RESIDENT EXPERIENCE

Belmont's focus is always being able to improve. Do to so, we take all feedback and use it to our advantage. We will use feedback from various areas, such as staff satisfaction surveys, resident satisfaction surveys, resident council meetings, family info hours, staff

meetings, etc. We have updated our website to be more user friendly and allow accessibility for families to research our facility, review our different plans (pandemic, fire, communication, emergency) as well as contact us. We have reorganized the office space to have someone available at the front door during business hours for family questions. We have initiated an outbreak communiqué email for family and staff for better information communication. We have restarted family information hour with the management team both in person and virtual to accommodate families who could not attend in person. Belmont Long Term Care Facility has initiated a lift/sling rental program so that residents and staff have access to transfer equipment in a more timely and efficient manner. We purchased adaptive equipment such as a three-sided toothbrush to increase residents' independence while ensure adequate and improved dental hygiene care. Belmont has been committed to training/education in various relevant areas to support both staff and resident needs. We utilized different training modalities to ensure staff can learn in ways that are most comfortable for them (in person, online, hybrid). Belmont has a list of providers for residents and their families to access mobility sensitive services, such as the Public Mobility bus, transfer services and wheelchair accessible taxis for easier access to community resources. Belmont utilized marginalized persons as volunteers to assist with cleaning high touch areas and other meaningful tasks. We are going to re-evaluate our online learning platform to include alternative learning methods such as having someone read the policy and record so that auditory learners could utilize. Upon analyzing the current submission referrals for new residents, Belmont will be looking into education on Mental Health and addiction issues in older adults as well as, enhanced communication skills in difficult situations. The first education session starts in

January involving our BSO team primarily and then will be expanded.

## **PROVIDER EXPERIENCE**

Belmont thrives on diversity. We are committed to providing the best possible work experience and providing work opportunities to all interested applicants. We offer education to staff that in return, will not only help them grow within their healthcare career, but also able them to provide and perform the utmost care to our residents. We have many international registered staff who even though have started off with us as working PSWs, have been giving the opportunity (if available) to apply within the facility for a registered staff position when available and when they are able to do so.

Belmont encourages all education and encourages staff to engage within these opportunities. Belmont does send out staff satisfaction surveys annually and will use the feedback given by staff to improve not only where necessary, but also in the areas already at a great success rate. Belmont takes the time to listen to their staff and is sure to show their appreciation as without our staff, Belmont would not be able to function as well as it does.

## **SAFETY**

All residents shall be protected from unnecessary harm and/or injuries. All staff shall ensure the safety of all residents during their shift. Residents are included in problem solving, identification of trends, preventative management, etc. Belmont Long Term Care Facility department heads will review and revise the strategic plan goal for resident safety to ensure all requirements are being met and set new goals. The Occupational Health and Safety policy and procedure is reviewed and updated annually and reviewed by all staff on an annual basis. The Ministry of Health and Long Term Care inspector completes inspections. The Emergency Response and Fire Plan reviewed and revised by Belmont Long Term Care Facility Management Team and Belleville Fire Department annually. All staff review the Emergency Response and Fire Plan annually. Fire drills are completed on a monthly basis on each shift. Mock evacuations are held every 3 years.. The RPN is our Infection Control Nurse. She holds regular meetings with the Infection Control committee and takes part in Occupational Health and Safety meetings. She ensures all staff and resident vaccinations are up to date and documentation is in place. In collaboration with the Director of Nursing, reviews and revises the Infection Control manual and ensures all staff review the manual annually.

## POPULATION HEALTH APPROACH

Belmont's focus is the health of our residents and staff. We offer a wide range of vaccines (flu, Covid-19) and PPE when needed during an outbreak. We work closely with Public Health when it comes to staying vigilant during an outbreak and what the proper protocol to follow depending on the severity of the situation. We keep more than enough PPE on hand for all staff and visitors and make sure everything is available. We keep our families and friends informed by posting daily memos and sending out emails. In each email we state the protocols to follow and the severity of each individual outbreak.

## CONTACT INFORMATION/DESIGNATED LEAD

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Quality Improvement/Education Coordinator  
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## 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 **January 30, 2024**

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**David Clegg**, Board Chair / Licensee or delegate

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**Denise Mackey**, Administrator /Executive Director

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**Adam Geneau**, Quality Committee Chair or delegate

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**Kaitlin Bazinet**, Other leadership as appropriate

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