

Quality Improvement Plan (QIP)
**Narrative for Health Care
Organizations in Ontario**

March 26, 2024



OVERVIEW

Pioneer Ridge is operated by the Municipality of the City of Thunder Bay in partnership with the Ministry of Long Term Care. It is our Vision to be Thunder Bay's Premier provider of Long Term Care and Seniors Services in the Northwest Region.

We are an Accredited facility through Accreditation Canada. We are home to 150 residents and we employ approximately 260 full and part time staff, this includes: administrative, management, nursing, non-nursing and support staff. Under the Pioneer Ridge umbrella you will also find Jasper Place Supportive Housing, the municipal Meals on Wheels program and Homemaking Program. Also located within the Pioneer Ridge building is Grace Remus, a City of Thunder Bay Day Care Program.

Our primary goal is the well-being of each resident by providing quality services, programs and facilities as well as a skilled and caring staff. The promotion and protection of each resident's dignity, privacy, independence and self-determination is a top priority. All residents are treated equitably and fairly in an environment of compassion and care, consistent with our Resident Bill of Rights. An integrated philosophy of care is applied in a consistent pattern that reflects our organization's Mission and Values.

We have worked to align our operational plan with the City of Thunder Bay's vision, values and strategic initiatives, which include:

- * Relationships and Reconciliation;
- * Safety & Wellbeing; and
- * Prosperity and Sustainability.

We are honoured to be an RNAO Best Practice Spotlight

Organization since 2018: a delegation that demonstrates our commitment to evidenced based practices and ongoing quality improvement. We are currently working on best practice guidelines related to Palliative Care; Dementia, Depression, Delirium; Oral Care and Patient & Family Centred Care.

We work closely with our community partners to provide services to a large demographic area with a highly concentrated population. Partnerships include other LTC Homes, Supportive Housing, community organizations, NW Ontario Health Team, Nurse Led Outreach teams, BSO, Hospice Northwest, Advantage Ontario and many more. Together with these partners we strive to meet the needs and improve the quality of life and care for our residents.



EQUITY AND INDIGENOUS HEALTH

For 2024-25, Pioneer Ridge is focusing on an Equity, Inclusion, Diversity, and Anti-Racism educational plan that will see all staff, including management complete training modules on:

- * Cultural Competence
- * Indigenous Cultural Safety
- * Diversity, Equity and Inclusion
- * Racism & Racial Discrimination

This education is part of our larger strategic goals of Reconciliation and Relationship Building.

Pioneer Ridge is proud to showcase some of the quality improvement initiatives we have implemented in the past, to improve equity and indigenous health outcomes:

- * Walk A Mile cultural sensitivity training for staff
- * Hosting a PowWow in collaboration with students from a local elementary school to celebrate Indigenous Persons Day
- * Indigenous music, culture and food offered during programming during the year





PATIENT/CLIENT/RESIDENT EXPERIENCE

We continue to receive input from residents (or families, on behalf of residents) through our Resident Satisfaction Surveys. These surveys are accessible anytime on our website and paper copies are available on request. Annually, we hold a "survey blitz", sending out surveys and providing assistance to residents as needed. We also provide a copy of the surveys to residents/families at care conferences and we send out regular reminders regarding the ability to make suggestions / provide feedback any time of the year through our 4C's program or the satisfaction surveys.

New and improved for 2024 is our Family and Caregiver Experience survey, which expands on our previous family satisfaction survey.

This survey is longer, and provides more opportunities for families and caregivers to provide feedback and suggestions.

We review the resident and family satisfaction results quarterly, during our Continuous Quality Improvement committee meetings and use the results to determine potential quality improvement initiatives. We also interact with resident and family councils regularly to obtain their input on QI goals, programs and services. We are always looking for input to ensure we provide the best possible service / outcomes for residents. We have made a conscientious effort to identify initiatives where having regular external input may be beneficial and we have added resident and/or family membership to many of our committees and working groups, for example our Palliative Care working group.

One on-going QI initiative that has been largely influenced by resident and family feedback is our transition from a medical model to an emotion-based model of care. We have started to make environmental changes on our secure unit, RHA1 to move toward a more home-like feel. These changes have been presented to residents and families for input (and voting when required) prior to moving forward. Some of the changes we have already implemented include: updated paint colours, unique door wraps on each resident room, implementation of activity stations to encourage residents to participate in activities within their home. We have also renovated some of the resident activity rooms on the other home areas, to make them feel more "home-like", including the "tea room" and "camp room" themes.









PROVIDER EXPERIENCE

It continues to be a challenging time for us with unprecedented human resources challenges. We continue to work to improve workplace culture, look into recruitment incentives, and improve the student placement and recruitment experience in order to manage current health workforce challenges.

In 2023 we hired a part time Student Placement Coordinator with funding and support from the PREP LTC program. This role has been focusing on 2 distinct goals: 1) increase the number of student placements and 2) improve the quality of the placement experience, to increase the chances of recruitment.

In 2024 we are planning to offer return of service and relocation incentives for PSW's as part of the Ministry's PSW Initiatives as well as working with our HR department to create a recruitment initiative specifically for RPN's.

We continue to focus on staff appreciation as part of improving workplace culture and staff retention. In 2023, we held a number of events: staff appreciation week with food and activities each day; staff BBQ; Christmas events with a potluck, draws for turkeys and gift baskets, Elf on the Shelf; pop-up events including "guess the candies", pull tabs for prizes and more.



Pioneer Ridge December Happenings!

- December 8th - 10th - "Out to the Door"**
We have our end-of-year celebration with food, games, and prizes. The event will be held at the Pioneer Ridge Community Center. The event will be held on December 8th and 9th. The event will be held on December 8th and 9th.
- Monday December 11th**
Hot Chocolate and cookie sale at the Pioneer Ridge Café between 1:30 and 3:30pm. There will be a special menu for the night.
- Tuesday December 12th - "Festive Day"**
Carpool and Lunch 1:30pm to 3:30pm. Pioneer Ridge Café between 1:30 and 3:30pm. There will be a special menu for the night.
- Wednesday December 13th**
Hot Tea and cookies sale at the Pioneer Ridge Café between 1:30 and 3:30pm. There will be a special menu for the night.
- Thursday December 14th**
Hot Tea and cookies sale at the Pioneer Ridge Café between 1:30 and 3:30pm. There will be a special menu for the night.
- Friday December 15th**
Hot Tea and cookies sale at the Pioneer Ridge Café between 1:30 and 3:30pm. There will be a special menu for the night.

Seasons Greetings



Elf on the Shelf
December 4-18, 2023

Hey there Pioneer Ridge Sheriff, my name is Buddy and I live at Pioneer Ridge. Come see what I am up to each day.

When you find me, let Joanne Rizzo know so she can enter you into a draw for a \$100.00 Grocery Gift Card.

She can be reached at joarizzo@pioneeridge.com, 807-447-1111 or just stop by her office by the link!

Pioneer Ridge
Community Center

Guess how many salt water taffy



CONTACT INFORMATION/DESIGNATED LEAD

Tanya Baker, Training, Development and Quality Improvement
Lead. tanya.baker@thunderbay.ca

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

March 28, 2024

Board Chair / Licensee or delegate

Administrator /Executive Director

Tanya Baker

Quality Committee Chair or delegate

Other leadership as appropriate