

QIP WORKPLAN 2025-2026

Interim Report – 1st Quarter (April – June, 2025)

Access and Flow

Measure – Dimension: Efficient

The Elevate Initiative, which is intended to enhance existing practices, has been rolled out throughout the organization. Methods used included print/electronic communications, 1:1 discussions, and presentations at staff meetings and huddles. Resident Council and Family Council have also been made aware of the Elevate Initiative and its goals.

Individuals fulfilling key roles (senior staff covering all clinical designations at LLTC) have been identified and are now in position. These include senior and experienced Registered Nurses, Registered Practical Nurses, and Personal Support Workers.

The initial target areas for clinical practice (improved admission process for new residents, improved identification, prevention, and management of high-risk residents who may be prone to conditions such as urinary tract infections and skin breakdown, and a recommitment to restoring resident spaces to better reflect a resident-centered home environment) have been identified with interventions in place for each.

These interventions include:

- A dedicated Admissions Nurse who directly manages all parts of the admission process to ensure a smooth, well-informed transition for new residents and their families
- Enhanced identification and monitoring of all high-risk residents, including utilization of Public Health Ontario's Antimicrobial Stewardship Tool
- Initiation of a "Resident Room Refresh" program with designated staff focused on resident rooms being truly resident centered

Equity

Measure – Dimension: Equitable

We are proud to say that 98% of staff members at Lakeland have completed Equity, Diversity, and Inclusion education. Efforts are underway to reach the remaining 2%.

The Action Plan, to address gaps in Lakeland practices that relate to equity, diversity, and inclusion, will be implemented next quarter. A poster campaign – to demonstrate diversity at Lakeland – has been designed and will soon be ready to launch.

Experience

Measure – Dimension: Patient-Centered

An interdisciplinary team worked with specific residents to design a unique, self-directed dining experience whereby these residents can be assisted – as need – to prepare part (or all) of their meals. The Private Dining Rooms on each home area are being returned to their originally intended purpose in order to create private dining spaces for these residents to use in their meal preparation.

If successful, this program will be expanded to include more residents in the coming months.

Safety

Measure – Dimension: Safe

Implementation of Public Health Ontario's antimicrobial stewardship tool is underway. This is intended to assist with efficient and effective communication between nurses and physicians to ensure the most appropriate approach is used when addressing the symptoms associated with infection, specifically urinary tract infections.

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DRW

June 18, 2025