

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 28, 2025



## OVERVIEW

Riverview Gardens (RVG) is a 320-bed long-term care home owned by the Corporation of the Municipality of Chatham-Kent and operated by Seniors Services. We are located in a beautiful setting on the Thames River in Chatham, Ontario. Riverview Gardens is home to 320 residents. Each of our ten home areas has thirty-two residents, including two secure areas.

We are committed to continuous quality improvement in an effort to improve outcomes for our residents, reduce errors, enhance efficiency, increase resident, and staff satisfaction. We monitor how we are doing relative to our goals by such tools as our annual Quality Improvement Plan, our Strategic Plan, our Resident satisfaction survey results, and our Annual Program Evaluations.

This year we have made many improvements with a conscious emphasis on employee health and wellness. We have changed our employee and family assistance program provider and have revised our staffing complements and scheduling to move us toward our goal of four hours of care for our residents. We have also achieved our goal of offering public access Wi-Fi throughout the Home. Please read on for additional improvements that we have been working on and our plans for the coming year.

## ACCESS AND FLOW

The RVG social work department collaborates with partners at Ontario Health at Home to match residents from various community settings to our Home as appropriate. The team supporting residents of RVG includes a dedicated core of physicians who support residents to remain in the Home through episodes of illness. We collaborate with local partners to maintain residents in the Home where possible. This may include brief support from Ontario Health at Home to provide support for IV antibiotic administration, or from Behavioural Supports Ontario to assist some residents with transitioning from community to RVG.

In the coming year RVG is continuing work toward launching a Restorative Care program to aid residents to regain or maintain their independence in activities of daily living. This new initiative may support a few of our residents to be transitioned back to an independent care setting of their choice if that is their goal.

## EQUITY AND INDIGENOUS HEALTH

The Municipality of Chatham-Kent has a Diversity, Equity, Inclusion and Justice (DEIJ) strategy. This multi-year plan was launched in 2023 and includes DEIJ strategies through 2027. Through the DEIJ Employee Portal, staff may log on to see updates about local events related to diversity, equity, inclusion, and justice. A calendar is updated monthly and notes relevant days of observance for all to be aware of as well as upcoming educational opportunities.

Since June of 2023, the Municipality has hosted three in-person events to welcome new staff and recognize existing staff. These events promote a sense of inclusion and cohesion among staff and are an opportunity to share information about the work of the DEIJ team.

Staff have been offered opportunity to participate in several activities to learn about and celebrate diversity in our organization and community and build relationships. Examples include events for National Indigenous Peoples Day, Emancipation Day, CK Pride week, Buxton's 100th Homecoming, National Day for Truth and Reconciliation, and taking part in reconciliation-themed book clubs. This coming year RVG will be hosting a booth during Pride week to offer information to community members seeking information about long term care and how we celebrate diverse needs in long term care.

## **PATIENT/CLIENT/RESIDENT EXPERIENCE**

RVG solicits feedback from residents and families on a regular basis. There is a monthly Resident Council meeting that all residents are invited to participate in. RVG also has an active Family Council. Collaboration and feedback regarding RVG is welcomed and shared with the team. For example, we have updated meal planning, recreational activities and aspects of care based on the feedback that we are provided.

In addition to monthly meetings, we complete a formal resident satisfaction survey annually. This survey is shared with residents and family members, and it invites feedback about all aspects of life at RVG. This past Fall, in addition to sending out the link to the survey for family and residents, we asked for help from our recreation team to ensure we captured as many responses as possible. We value this feedback and use the information shared for improvement activities. This coming year, based on feedback from our past resident survey, we will be improving our laundry process as well as making changes in the dining rooms.

## **PROVIDER EXPERIENCE**

This past year we hired a full-time Recruitment and Retention Coordinator. With this dedicated resource we revved up our mentorship program, matching all new incoming employees with a more seasoned employee to share knowledge and skills about their role at RVG.

In addition, this past year we launched a new initiative called "Thriving Thursday." This monthly program is offered at the home and highlights wellness programs, inviting health experts and resource specialists to share with staff insights to thrive. We have invited financial experts, chiropractic practitioners, benefits representatives, smoking cessation program supports, and diversity, equity, and inclusion representatives in 2025 thus far.

Our staff culture committee called RVG 360 has hosted monthly events. Over the past year we have had on-site vendor/bake sales, Spring and Fall BBQs, a trunk decorating contest and candy give away at Halloween. We have also hosted activities for staff and their family members for example outdoor movie nights complete with popcorn, and a pool rental afternoon to name a couple.

## **SAFETY**

In December of 2024 we completed a large-scale simulated evacuation drill. This training exercise helps us to be prepared to manage an emergency situation that may arise in our environment. The observations by management and volunteers followed by a debriefing with all participants yielded a number of recommendations to help ensure we are best prepared to deal with emergency incidents going forward. We are now implementing the recommendations to enhance our emergency preparedness.

This past year we have upgraded the lighting throughout the building. This initiative is beneficial to residents and staff providing improved visibility as well as decreasing our environmental footprint.

We have invited our lift supplier to work with us to ensure staff are well trained in lifts and transfers providing less opportunity for potential for injury.

To support medication safety, we have added automated medication cabinets to streamline medication management, reduce medication errors and enhance resident safety.

Our Health and Safety team remains very active and works to identify and address workplace hazards and ensuring compliance with health and safety regulations to the benefit of residents as well as staff and visitors. The committee meets regularly to review any incidents and first aid reports and discusses ways to improve our culture of safety. This year the team will nominate a Health and Safety Champion from each department and recognize one on a bi-monthly basis. The nominee will receive acknowledgement in the building. The team has set a goal to decrease the overall number of first aid reports submitted as well as launch a “you see it, you own it” campaign to promote a shared responsibility for safety in the Home.

## **PALLIATIVE CARE**

RVG has adopted a palliative care approach to care that aims to relieve suffering and improve quality of life. Residents experiencing a life-threatening condition or a serious illness have access to palliative care support 24 hours a day, 7 days a week as needed. Our Home is supported by an interdisciplinary care team to assist residents and their families to relieve physical or psychological symptoms and provide ongoing support to those who care for the person. Specifically, we aim to address pain and symptom management as well as attend to mental, emotional, social, cultural and spiritual needs. The plan of care is documented and updated regularly and shared with the care team to support the resident’s wishes.

Family members sitting with residents at end of life are provided a comfort bag including a list of resources for bereavement care. Following the death of a resident at Riverview Gardens, a card with a personalized message signed by members of the care team is forwarded to a substitute decision maker of the resident. Additionally, Riverview Gardens holds monthly remembrance services in the Spiritual Centre. Family and friends of former residents, current residents and staff are invited to attend.

## **POPULATION HEALTH MANAGEMENT**

RVG continues to partner with community organizations to meet the needs of residents. We have residents attending the New Beginnings Acquired Brain Injury and Stroke Recovery Association and Community Living programs. We also partner with the Geriatric Mental Health Outreach Team as well as individual mental health practitioners to meet the needs of some of our residents. When residents are supported by the Mental Health Outreach Team in the

community and move to RVG, there is period of transition, and having the outreach team support the resident through this assists in smoothing the way.

In an effort to promote socialization with segments of our resident population, we provide a men's group. This group meets weekly and assists attendees to remain independent and oriented. The group discusses politics, spends time reminiscing, supports each other with grief and adjusting to living in long term care. They enjoy trivia questions, and memory games.

We work collaboratively with the Alzheimer Society, sharing expertise to support participants at both organizations. For example, a presenter from the Alzheimer Society attended the RVG caregiver support group to provide education and support for family of residents with dementia. This education was one session of a six-week group provided at RVG to support caregivers of residents. We will be providing additional six-week support groups this year, as well as an 8-week group for working professionals to assist them with supporting someone in long term care and taking care of themselves while working full-time, etc.

RVG also collaborates with the local hospice with referrals for family of former residents that require more extensive bereavement support beyond the one to two visits that we may provide.

### **CONTACT INFORMATION/DESIGNATED LEAD**

Jacque Logan-Stephens, RN, BScN, MHS  
Nurse Manager, Riverview Gardens  
(519) 352-4823 x 6132  
jacquielo@chatham-kent.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, 2025**

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**Jessica Francis**, Board Chair / Licensee or delegate

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**Jessica Francis**, Administrator /Executive Director

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**Jessica Francis**, Quality Committee Chair or delegate

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**Wanita Myers, DON**, Other leadership as appropriate

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