

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

February 23, 2026



## **OVERVIEW**

The Quality Improvement Program continues to advance and mature, guided by an enduring commitment to enhancing the quality of life for all individuals served by the Home. This commitment is grounded in the principles of providing care with compassion, dignity, and respect within a safe, supportive, and home-like environment.

The John Noble Homes' Quality Improvement Plan will remain aligned with the priority indicators established by the Ministry of Health, the Ministry of Long-Term Care, and Ontario Health. By maintaining this alignment, the Home ensures that its quality initiatives are responsive to provincial expectations, grounded in evidence-based practice, and reflective of system-wide priorities designed to strengthen the long-term care sector.

## **ACCESS AND FLOW**

The John Noble Home has implemented the Prevention of Error-Based Transfers (PoET) project, an ethics-driven quality improvement initiative designed to align organizational habits, practices, and policies with the requirements of Ontario's Health Care Consent Act. This initiative supports residents, staff, physicians, and substitute decision-makers in ensuring that all care decisions adhere to provincial standards for consent, capacity, and substitute decision-making. Through PoET, long-term care homes collaborate to co-design and implement meaningful changes that promote sustained cultural transformation, ensuring that care decisions reflect residents' individual wishes, values, and beliefs while remaining aligned with clinically appropriate treatment options.

John Noble Home is proud to be among the 405 long-term care homes in Ontario that have successfully transitioned to the interRAI LTCF resident assessment system. The transition was completed on October 1, 2025.

In 2025, John Noble Home successfully implemented Point Click Cares' Skin and Wound APP, enhancing visibility into wound progression and supporting more accurate, reliable monitoring of treatment outcomes. This implementation strengthens bedside nursing workflows and reduces documentation demands. Updated dashboards now offer clearer visuals to help staff quickly identify concerns and act confidently.

**Skin & Wound Program: Program Enhancements and Clinical Improvements**

**Updated Clinical Directives & Algorithms**

Refreshed all Skin and Wound Directives and treatment algorithms to reflect best practices and ensure consistent, evidence-based care.

**Established a Dedicated Skin & Wound Team**

Introduced new RN and RPN positions focused on documentation audits, complex wound assessments, and ongoing staff education to strengthen clinical oversight.

**Streamlined Documentation with ChartPic App**

Implemented the ChartPic application to support efficient, accurate documentation, including standardized wound photography.

**BPSO Open House – March 2025**

In March 2025, the Home successfully hosted a Best Practice Spotlight Organization (BPSO) Open House to increase awareness and deepen staff understanding of previously implemented Best Practice Guidelines (BPGs).

The event saw strong engagement, with participation from over 90 staff members across departments.

Throughout the session, teams reviewed key processes, procedures, and evidence-based best practices, reinforcing consistent application of BPGs throughout the Home.

The Open House contributed to improved staff confidence, alignment, and readiness for ongoing and future BPG sustainability initiatives.

In 2024, the Home expanded its clinical capabilities by initiating in-house intravenous (IV) therapy for residents returning from hospital who required IV antibiotics. Elastomeric pumps were utilized to administer these medications safely and effectively. This advancement enables residents who require IV medications to receive treatment within the Home, thereby reducing unnecessary emergency department visits and hospital stays. In 2025, Registered staff received renewed education and training on the use of the CADD pump to support continued safe IV administration.

In addition, the Home's pharmacy partner has an online physician ordering portal designed to eliminate errors associated with handwritten orders and to facilitate immediate communication between prescribers and pharmacy services. Quarterly medication reviews are also conducted through this online platform, further enhancing accuracy, efficiency, and resident safety.

To strengthen our Hand Hygiene awareness efforts, we partnered with HUB to implement several engaging initiatives across all units: "See Something, Say Something" Posters:

Posters were placed on each unit to remind staff, residents, and visitors to speak up and support safe hand hygiene practices.

### Photo Contest – Best Group Picture:

Units participated in a fun, organization-wide photo contest showcasing teamwork and creativity while promoting proper hand hygiene.

The theme focused on “Hand Hygiene” and the “Clean Hands, Warm Hearts” campaign, encouraging staff engagement and awareness.

These activities helped reinforce consistent hand hygiene practices, increased visibility of the campaign, and boosted staff participation in infection prevention efforts.

The Health Connex platform provides a centralized, web-based solution that replaces inefficient paper-based data collection and manual reporting. It significantly reduces time spent on documentation by pulling information directly from PointClickCare (PCC). Key features include:

#### Real-Time Infection Tracking

- Live monitoring of both resident and employee infection cases to support timely decision-making

#### Automated Reporting

- Automatically generates reports for infection tests, infection case frequency, days of therapy, and immunization compliance.

#### Customizable Visual Floor Maps

- Interactive floor maps that display active infections, symptoms, and unit-specific trends.

#### Care Compliance AI

- AI-driven automation for tracking and trending metrics required for regulatory inspection reports.

#### MyAudit Platform

- A digital audit tool for electronically collecting data related to Hand Hygiene, PPE use, Health & Safety, and other compliance requirements.

## EQUITY AND INDIGENOUS HEALTH

The John Noble Home maintains strong partnerships with a variety of community organizations to support the diverse cultural needs of its residents. These collaborations enable the Home to facilitate culturally significant practices—such as smudging ceremonies—for residents who wish to participate in them.

The Home also formally recognizes the National Day for Truth and Reconciliation each year on September 30, honouring Indigenous children, families, and communities, and reaffirming our commitment to reconciliation, cultural respect, and inclusive care.

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

Resident and family input continues to be a central priority for the John Noble Home as we advance the implementation of Best Practice Guidelines (BPGs) through our designation as a Best Practice Spotlight Organization (BPSO). The completion of the Person- and Family-Centred Care BPG has contributed to meaningful cultural transformation within the Home, influencing practices at both the clinical and administrative levels.

Members of the Family Council and Resident Council play an active and essential role in organizational governance and quality initiatives. Their participation on key committees—including the Infection Prevention and Control Team, the Pain and Palliative Committee, and the Quality Improvement Team—provides invaluable perspectives and lived experience. This collaborative engagement has supported the redevelopment of mandatory programs and strengthened the Home’s commitment to delivering person-centred, evidence-informed care.

The John Noble Home is also preparing for re-accreditation with Accreditation Canada in 2025/2026. This process actively involves residents, families, and staff to ensure a comprehensive, inclusive, and collaborative approach to continuous quality improvement and organizational excellence.

## **PROVIDER EXPERIENCE**

Strategic objectives, including the enhancement of the hiring process and the implementation of comprehensive retention strategies, have contributed to fostering a culture grounded in learning, innovation, and continuous improvement. By encouraging creativity and introducing new approaches to care delivery and

organizational structure, the Home has strengthened open dialogue and supported the development of a positive, engaged, and resilient workforce.

Recovery-focused initiatives—such as the celebration of Nurses’ Week, cultural appreciation events, employee recognition activities, themed engagement days, and monthly prize draws—have further contributed to improved staff morale and overall workplace satisfaction. These initiatives demonstrate the Home’s commitment to recognizing employee contributions and supporting a healthy and motivated workforce.

The Synerion workforce management platform was implemented in 2025, providing staff with improved access and flexibility in managing their schedules. Key functionalities include:

### **Online Schedule Access**

Staff can view their schedules anytime through the web-based portal, improving transparency and reducing scheduling inquiries.

### **Online Availability Updates**

Employees can update their availability calendar directly in the system, making scheduling more accurate and efficient.

### **Text Message Call-Outs**

Call-outs are sent via text message, improving response times and increasing staff availability for open shifts.

These enhancements have streamlined scheduling processes, improved communication, and supported better staffing coverage across the home.

## SAFETY

The Home is committed to fostering and maintaining a safe and healthy environment for all employees, residents, volunteers, and visitors. A comprehensive client safety plan is in place to support compliance with applicable legislation, standards, and safe work practices. The purpose of this plan is to equip the Home with the information and processes needed to deliver services as safely as possible, reducing the likelihood of adverse events arising from unsafe conditions or practices.

Areas of potential risk are identified and monitored through several internal committees, including the Quality Improvement Team, Risk Management, Infection Prevention and Control, and the Joint Health and Safety Committee. Care and services are regularly evaluated, and any safety risks that are identified are promptly addressed and corrected.

Resident safety is further enhanced through ongoing coaching, mentoring, organization-wide initiatives, the promotion of shared learning, the use of evidence-based practices, and the implementation of best practice guidelines. Feedback is actively encouraged, and individuals are recognized for their contributions to improving safety across the Home.

## PALLIATIVE CARE

The John Noble Home continues to prioritize Goals of Care discussions at both the six-week post-admission point and during the annual Interdisciplinary Care Conference. These discussions ensure that care plans remain aligned with residents' values, wishes, and evolving clinical needs.

John Noble home has advanced several key initiatives to strengthen the quality and consistency of palliative and end-of-life care:

Launched the PoET Project to enhance our Palliative and End-of-Life Program, with a targeted focus on reducing avoidable emergency room visits and ensuring residents receive care aligned with their goals and needs.

Modernizing Advance Care Planning: We are on track to complete the 2026 transition from traditional Consent forms to a new Individualized Summary format. This updated approach captures not only clinical care directives, but also each resident's personal wishes, beliefs, and values, ensuring more person-centered decision-making.

Building Staff Capacity: Eight Registered Staff have completed training in conducting Serious Illness Conversations with residents living with life-limiting conditions. We aim to expand this to 20 trained staff by 2026, further strengthening our ability to support residents and families with compassionate, meaningful dialogue.

### POPULATION HEALTH MANAGEMENT

The Alzheimer Society has provided virtual training sessions on a range of relevant topics, including Sexuality and Dementia, to enhance staff knowledge and competence in supporting residents with cognitive impairment. In addition, the Mobile Behavioural Support Ontario (BSO) team, along with the Home’s social worker and internal BSO Therapeutic Recreation staff, continue to implement non-pharmacological interventions to effectively support residents exhibiting responsive behaviours.

### CONTACT INFORMATION/DESIGNATED LEAD

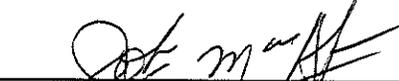
Usha Gunasekaran  
Quality Improvement Coordinator  
John Noble Home  
97 MT. Pleasant Street  
Brantford, Ontario  
N3T 1T5

### 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

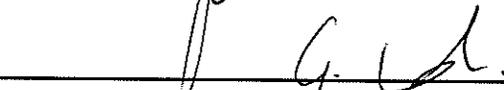
March 11, 2026

  
\_\_\_\_\_

Board Chair / Licensee or delegate

  
\_\_\_\_\_

Administrator / Executive Director

  
\_\_\_\_\_

Quality Committee Chair or delegate

  
\_\_\_\_\_

Other leadership as appropriate

\_\_\_\_\_