

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 1, 2026



OVERVIEW

At Fairfield Park, we are committed to improving the well-being of our residents and delivering high-quality care. Our goal is to provide compassionate, person-centered services to our community, continually striving for excellence. This year's Quality Improvement Plan focuses on reducing emergency department visits, decreasing the use of antipsychotic medications, and minimizing falls. We also recognize the importance of resident satisfaction in overall care quality. Our approach includes creating personalized care plans, gathering regular feedback, and ensuring a supportive, nurturing environment. Our team works hard to create a responsive, resident-centered care model where the unique needs and preferences of each individual are prioritized. Through strategic interventions, including proactive health assessments, early identification of potential health concerns, and preventive measures, we aim to reduce emergency room visits, falls, and unnecessary use of antipsychotic medications. We're excited to continue making progress with our QIP and to build on these efforts, working toward a healthcare environment that values excellence, compassion, and innovation.

ACCESS AND FLOW

At Fairfield Park, we are dedicated to ensuring that every resident receives timely, appropriate, and well-coordinated care. Our ongoing improvement efforts focus on strengthening access to evidence-informed services, supporting optimal health outcomes, and promoting smoother care transitions throughout the system.

A key priority has been reducing avoidable emergency department visits. To support this, we have introduced proactive health assessments aligned with the RNAO best practices and

strengthened our preventive care practices. We are also working to safely reduce the use of antipsychotic medications among residents who do not have a psychosis diagnosis. This includes enhanced staff training on appropriate medication use, regular interdisciplinary medication reviews involving attending physicians and pharmacy partners, and ongoing monitoring of prescribing trends.

Collaboration across the care continuum remains central to our approach. By working closely with primary care providers, long-term care partners, and local hospital teams—and by leveraging supports such as the Nurse Practitioner-Led Outreach Team, we help prevent unnecessary hospital transfers and ensure residents receive timely, appropriate care within the community whenever possible. In addition over the last year, we have trained and certified many of our nurses in IV therapy which has expanded the scope of treatments administered in the home so that fewer residents are transferred externally for these procedures.

Together, these initiatives strengthen our ability to deliver the right care, in the right place, at the right time, while enhancing the overall experience and health outcomes for our residents.

EQUITY AND INDIGENOUS HEALTH

Our organization is committed to advancing health equity and Indigenous cultural safety, especially with our close proximity to Walpole Island, the nearest Indigenous reserve. We recognize the importance of fostering these connections and have put quality improvement initiatives in place to prioritize equity and Indigenous health. A key part of our approach is facilitating programs for our residents that include visits and activities from Walpole Island. This year, our Home has been one of the first to offer Truth & Reconciliation Day as a staff holiday highlighting its importance within our local community. We collaborate with local schools, community groups, and workplaces on the reserve to make sure our care practices are culturally appropriate and responsive to the unique needs of the Indigenous resident population.

PATIENT/CLIENT/RESIDENT EXPERIENCE

At Fairfield Park, we make it a priority to incorporate feedback from resident and family experience surveys, along with other sources, into our continuous quality improvement efforts. Through our active Resident Council and Food Committee, residents have regular opportunities to share their thoughts, concerns, and suggestions, which help guide improvements to services and menus. We also meet with families at least twice a year to educate them on how to establish a Family Council, giving them a formal way to raise concerns and collaborate on improvements. We ensure transparency by sharing key insights from satisfaction surveys and Ministry of Long-Term Care Inspection Reports during these meetings. In addition, staff regularly review and discuss feedback during departmental meetings, making sure improvement initiatives are shaped by the experiences of those receiving care. To keep everyone informed we send out monthly newsletters with updates on changes made based on feedback. Our open-door policy also encourages ongoing conversations with residents and families, so we can receive real-time input that helps us refine our approach to resident-centered care. By integrating all of these feedback mechanisms into our improvement activities, we make sure that resident and family experiences are driving real changes that enhance the quality of care and services at Fairfield Park.

PROVIDER EXPERIENCE

At Fairfield Park, we're dedicated to creating a positive workplace culture that supports staff recruitment, retention, and overall satisfaction. One of our key strategies for achieving this is making sure staff are actively involved in all changes related to processes, policies, and procedures. We encourage ongoing feedback and suggestions through regular staff meetings, huddles, and one-on-one conversations across all departments.

We also promote "champion" programs which are similar to micro-credentials allowing employees to lead different programs and have opportunities for professional development in specific topics like BSO, Infection Control, Falls or Skin & Wound. We also participate in a number of recruitment and retention incentive programs such as JOIN-LTC through OntarioHealth and offer our own referral bonus for current employees who help recruit new team members. These efforts help boost job satisfaction, reduce turnover, and strengthen our team's ability to deliver exceptional care.

Fairfield Park regularly hosts staff appreciation events and celebrations like Christmas parties and National Nurses Week in May. This month, the dietary department is running contests and giveaways for hydration week to promote healthy fluid intake. These events ensure the work culture never gets stale.

As we move forward, we'll continue to explore new strategies for improving staff engagement and well-being, ensuring that Fairfield Park remains a workplace where employees feel appreciated, motivated, and committed to our shared goal of delivering outstanding resident-centered care.

SAFETY

At Fairfield Park, we're committed to creating a culture of safety and constantly working to improve resident care to reduce patient safety incidents. A big part of this is our quarterly meetings where we bring together key internal and external partners—such as Public Health, the Medical Director, the Behavioural Supports Ontario team, Pharmacy, residents, staff, and our Leadership Team. These meetings give us a chance to look at resident incidents, discuss contributing factors, and work together on strategies to reduce risks and improve safety outcomes. In the past year, as follow-up to our Accreditation Survey we made significant improvements to our Independent Double Check process for high-alert medications, which reduce the likelihood of medication administration errors.

In the past year, we also invested in a new nurse call system which gives more information to staff about the location the call was initiated and the manner in which it was initiated. It's now integrated with our fire system so staff can respond quicker to care needs and prioritize their response more effectively.

In addition, Fairfield Park holds annual meetings with residents and/or their representatives to review safety goals that might impact their care. This personalized approach ensures that everyone, including residents and families, is involved in shaping care plans. By taking a collaborative, system-wide approach to patient safety, we stay committed to continuous improvement.

PALLIATIVE CARE

At Fairfield Park, we are committed to delivering high quality, person focused palliative care. Our priority is to ensure residents and their families receive compassionate, individualized support throughout end of life care.

We recognize that exceptional palliative care begins with a knowledgeable, well-prepared team. To support this, we emphasize continuous learning through Surge Learning modules and our Palliative Care Champion Day, ensuring staff have the skills needed to provide outstanding care. Upon admission, we engage residents and families in advance care planning so their wishes can be clearly understood and documented. As part of the RNAO BPSO initiative, our palliative care assessment was recently updated and is now completed at admission. It covers funeral planning, spiritual considerations, and treatment decisions, while also allowing residents to choose to revisit these conversations at a later date. Palliative care at Fairfield Park extends beyond clinical needs—focusing also on emotional, spiritual, and psychosocial support. Our social worker plays an essential role, offering counseling, grief support, and connecting residents and families with helpful resources. We also offer a dedicated private palliative room, allowing residents in basic accommodations to move to a more private, comfortable space for end of life care, with 24 hour access for loved ones.

Through these practices, Fairfield Park remains devoted to providing compassionate, respectful, and personalized palliative care that honours each resident's values, needs, and preferences.

POPULATION HEALTH MANAGEMENT

Fairfield Park is committed to building strong partnerships with local healthcare providers and community organizations to better understand our population's unique needs. By collaborating with these groups, we ensure that our residents receive well-rounded, person-centered care that extends beyond just our home.

One of our key partnerships is with the Nurse Practitioner Led Outreach Team, as well as the Geriatric Mental Health Outreach Team which helps provide specialized geriatric care on an ad hoc basis. This collaboration supports residents with complex health needs and helps reduce unnecessary hospital visits. It also ensures that residents get timely, appropriate medical care right here in the home whenever possible.

Another key partnership for collecting and analyzing population health data is the FOG meeting group that organizes quarterly meetings with other long-term care homes in our region.

Management can discuss trends in new admissions such as care complexity, equipment or new demographic groups and best practices can be shared among the homes to improve transitions. Lastly, the home is an active member of the Ontario Long-Term Care Association which regularly publishes cutting edge data on changes in the population we serve, and forecasts trends for the sector.

By continually strengthening these partnerships, Fairfield Park is committed to a proactive, integrated approach to healthcare that ensures our residents get the right care, at the right time, and in the right place.

CONTACT INFORMATION/DESIGNATED LEAD

Stephanie North, Administrator

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
April 1, 2026



Shona Outridge, Board Chair / Licensee or delegate



Shane Outridge, Administrator /Executive Director



Shane Outridge, Quality Committee Chair or delegate

Other leadership as appropriate