henleyplace™
LONG TERM CARE RESIDENCE

CONTINUOUS QUALITY IMPROVEMENT REPORT

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Henley Place Quarterly Quality Improvement Report

Commitment to Quality Improvement

Henley Place, part of Primacare Living Solutions, upholds a transparent and collaborative approach to continuous quality improvement (CQI). By engaging staff, residents, and families in quality teams, we ensure diverse perspectives on enhancing care and practices.

As an RNAO Best Practice Spotlight Organization (BPSO), implementing clinical pathways in areas such as admission, delirium, pain management, falls prevention, and a palliative approach to care. Additionally, our three-year CARF Accreditation, earned in February 2024, reflects our dedication to meeting high standards.

2025 – 2026 Quality Improvement Plan Objectives

Henley Place has outlined clear objectives in our Quality Improvement Plan for 2025-2026, aiming to:

- Decrease Emergency Room visits from the current rate of 36.93 to 25.0
- Reduce the percentage of residents without a psychosis diagnosis receiving antipsychotics from 33.63% to 32.5%.
- Reduce the PUR06 – worsening pressure ulcer rate from 4.4% to 3.75% or below.
- Enhance resident and family satisfaction to achieve a rate of 50% or higher.
- Ensure all staff members are trained in Equity, Diversity and Inclusion.

Key Strategies and Achievements

<u>Measurement and Monitoring:</u>

- ✓ Monthly indicator reviews with Continuous Quality Improvement Committee.

- ✓ Chart reviews for antipsychotic medication in collaboration with interdisciplinary teams.
- ✓ Trend analysis of Behavioral Support Team (BSO) and pharmacy data to improve medication management.
- ✓ Monitoring Emergency Department visits with physicians and nursing teams.
- ✓ Work with Social Worker and Life Enrichment team to enhance the Resident and Family satisfaction survey participation, communication to family councils and action planning.
- ✓ Work with external collaborators such as NPNLOT, PRC, Ontario Health to ensure desired outcomes.

Enhanced Staff competencies:

- ✓ Increased staff competencies through regular training and workshops such as PANDA, Lean Six Sigma – Green and Yellow Belt etc.
- ✓ Full-time Nurse Practitioner and expanded physician coverage.

Skin and Wound assessment:

- ✓ Train the champions (RNs and PSWs)

Resident-Centered Care:

- ✓ PoET Project: Ensures care aligns with residents' preferences through structured discussions.
- ✓ Robust palliative care services provide dignity and comfort at the end of life.
- ✓ Monthly review of resident and family satisfaction surveys.

Resident and Family Satisfaction

The 2025 satisfaction survey results were shared with Family and Resident Councils. Resident and family satisfaction survey was discussed at Resident and family council on Jan 14th 2026. Key feedback were discussed in the Quality Action Plan, reviewed in meetings with councils, staff town halls, and departmental discussions.

Quality Improvement Oversight

The Quality Improvement Committee ensures alignment with regulatory standards and strategic goals. Responsibilities include:

- ✓ Developing and monitoring the annual quality plan.
- ✓ Analyzing trends and critical incidents to drive improvement.
- ✓ Extending quality initiatives to the broader community.

Henley Place remains steadfast in its commitment to enhancing resident care through collaboration, strategic initiatives, and adherence to high-quality standards. This report

highlights the progress made in 2025, showcasing our dedication to achieving outlined objectives and improving outcomes. We continue to foster an environment of excellence and compassion.

Documentation of Reviews completed:

A detailed Narrative and Workplan has been submitted and publicly available Primacare's website.