

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 7, 2026

OVERVIEW

Primacare Living Solutions is a boutique, family-owned organization that believes a people-focused approach equals quality care. Our philosophy centers on the idea that engaged residents, families, and staff create an environment where safety, dignity, and excellence thrive.

Our 2026–2027 Quality Improvement Plan (QIP) builds on past successes while addressing new opportunities for improvement. We have achieved significant milestones, including reducing avoidable emergency department visits, enhancing person-centered care, and advancing staff development programs. This year, our QIP continues to align with Ontario Health priorities, emphasizing equity, resident and provider experiences, safety, and integrated system partnerships.

Key Priorities for 2026–2027

- Strengthen partnerships with hospitals, primary care providers, and community organizations to enhance care transitions and reduce avoidable emergency department visits.
- Implement data-driven and innovative best practices in falls prevention, pain management, and dementia care to ensure timely, evidence-based care.
- Enhance staff training, recognition, and wellness initiatives to support retention and job satisfaction, thereby improving overall care delivery.
- Promote equity and cultural safety through care approaches tailored to the diverse needs of residents and their families.
- Strengthen performance monitoring to ensure all key quality indicators meet Primacare’s established targets.

- Expand the use of data and technology to improve care quality through evidence-informed documentation practices, analytics-driven clinical decision-making, and strategies that reduce cognitive burden on care providers.

ACCESS AND FLOW

Primacare Living Solutions continues to strengthen coordination across the healthcare system to improve resident access and care transitions. Our focus is to ensure residents receive the right care, at the right time, and in the right place.

Through the Admission Matters program, we are improving transitions between hospitals, home, and long-term care. This initiative supports a more seamless admissions experience and ensures residents and families feel informed and supported throughout the transition process.

In partnership with eHealth Ontario, we are implementing digital health solutions such as Electronic Health Records (EHRs) and real-time data exchange platforms. These tools improve access to essential resident information, support evidence-informed decision-making, and reduce administrative burden for care providers.

Reducing avoidable emergency department visits remains a key priority. We are strengthening family education regarding long-term care services, expanding in-home clinical capabilities, and enhancing partnerships with external resources such as the Nurse-Led Outreach Team (NLOT) and Psychogeriatric Resource Consultation services. These collaborations support early intervention and help ensure resident needs can be safely managed within the home whenever possible.

We are also enhancing the admissions experience by strengthening communication with residents and families and developing individualized care plans that reflect cultural preferences and personal needs.

Together, these initiatives support improved care coordination, stronger system partnerships, and better outcomes for residents through timely, person-centred care.

EQUITY AND INDIGENOUS HEALTH

Initiatives

Cultural Competency Training

We provide ongoing cultural competency training for all staff, with a focus on understanding and respecting cultural differences. This includes education on Indigenous cultural practices, customs, and worldviews to help staff recognize and address biases while building stronger, more effective relationships with residents and families.

Indigenous Health Partnerships

We continue to build meaningful partnerships with Indigenous health organizations to support culturally relevant care plans that reflect Indigenous traditions, values, and healing practices. Collaboration with Indigenous leaders and care providers fosters a culturally safe environment that promotes wellbeing for Indigenous residents.

Outcomes

Improved Resident Satisfaction and Health Outcomes

Our commitment to culturally safe and culturally sensitive care aims to enhance satisfaction and improve health outcomes for Indigenous residents and other marginalized populations, strengthening trust and confidence in our services.

Increased Staff Awareness and Competency

Ongoing Equity, Diversity, and Inclusion (EDI) training enhances staff awareness and competency in delivering equitable care, enabling teams to better address the unique challenges faced by marginalized communities.

Stronger Community Relationships

Through strengthened partnerships with Indigenous communities, our care practices align more closely with community needs, fostering collaboration, trust, and long-term relationship building between Primacare Living Solutions and the populations we serve.

Together, these Equity and Indigenous Health initiatives strengthen cultural safety and equity across our care systems, ensuring improved health outcomes and an inclusive, respectful experience for all.

PATIENT/CLIENT/RESIDENT EXPERIENCE

At Primacare Living Solutions, resident engagement is central to delivering high-quality, person-centred care. Actively involving residents in their care planning and daily experiences supports dignity, autonomy, and overall wellbeing. We prioritize ongoing feedback to ensure residents feel heard, valued, and respected.

Resident and family satisfaction surveys are regularly shared with councils to support transparency and continuous improvement.

- Shared with Resident Council: February 6, 2026
- Shared with Family Council: February 25, 2026

Key improvement priorities include strengthening resident participation and feedback mechanisms, providing ongoing staff education in Diversity, Equity, and Inclusion (DEI), and enhancing resident safety by reducing avoidable emergency department transfers, falls, inappropriate antipsychotic use, and worsening pressure ulcers.

Several initiatives are being implemented to enhance the resident experience. The MealSuite dietary management system supports personalized meal planning and improves mealtime satisfaction by accommodating dietary preferences, allergies, textures, and fluid consistency.

Our Sandwich Program promotes social engagement and community connection by involving residents and staff in preparing sandwiches for local charities, providing meaningful opportunities for residents to contribute.

We are also expanding DementiAbility training to strengthen staff capacity to support residents living with dementia through enriched environments and purposeful activities. In addition, our Restorative Care program promotes mobility, independence, and functional ability through individualized therapy and activity-based interventions.

These initiatives support a meaningful living environment where residents remain engaged, empowered, and supported in achieving

the best possible quality of life.

PROVIDER EXPERIENCE

At Primacare Living Solutions, staff are our greatest asset. We are committed to creating a supportive and inclusive workplace where team members feel valued, engaged, and equipped to deliver high-quality resident care. A well-supported workforce is essential to achieving positive resident outcomes.

Our priorities focus on strengthening communication, supporting professional growth, and enhancing clinical skill development. To improve communication between staff and leadership, we are introducing regular town halls, feedback sessions, and open communication forums that promote transparency and collaboration.

We are also developing a structured career pathway program to support professional development and create opportunities for advancement among frontline staff and emerging leaders. This initiative aims to strengthen staff retention and encourage long-term career growth within the organization.

To further enhance clinical competency, we are expanding simulation-based education and complementary learning frameworks for nursing staff. These educational opportunities strengthen clinical judgment, improve confidence in complex care situations, and support safe, evidence-based practice.

Staff engagement and recognition remain key components of our provider's experience strategy. The Aiming High Recognition Program will be expanded to include peer-to-peer recognition and

nominations from residents and families. In addition, staff appreciation events such as lunches, recognition ceremonies, and engagement activities will continue to promote a culture of gratitude and teamwork.

By investing in staff development, communication, and recognition, we aim to foster a positive work environment that supports staff wellbeing and ultimately enhances the quality of care provided to residents.

SAFETY

At Primacare Living Solutions, safety is a foundational priority that informs all aspects of care delivery. Our organization is committed to maintaining a culture where potential risks are proactively identified, addressed, and monitored to prevent harm and promote the wellbeing of residents, staff, and visitors. Through strong leadership oversight, interdisciplinary collaboration, and the use of performance indicators, we continuously evaluate our practices and implement improvements that strengthen safe, high-quality, resident-centred care.

Key Initiatives

Antipsychotic Use Quality Indicators

We actively monitor quality indicators related to antipsychotic use without an appropriate diagnosis. This work supports our commitment to person centered care by emphasizing non pharmacological approaches to managing responsive behaviours, ensuring residents receive individualized, least restrictive interventions that prioritize safety and wellbeing.

Skin and Wound Quality Indicators

We also closely track skin and wound indicators, including pressure injury prevention, early identification, and timely treatment. By monitoring these areas carefully, we help ensure best practices are consistently applied, supporting optimal healing and improved outcomes for residents with skin integrity concerns.

Falls Prevention

Falls risk assessments are completed upon admission and reassessed following changes in resident condition. Interdisciplinary teams implement individualized prevention strategies, including mobility supports, environmental adjustments, and therapeutic interventions where appropriate. Families are engaged in care planning to support resident independence while minimizing risk.

Through ongoing monitoring, education, and quality improvement initiatives, Primacare Living Solutions remains committed to strengthening a culture of safety and accountability across the organization.

PALLIATIVE CARE

At Primacare Living Solutions, high-quality palliative care is a core component of our commitment to person-centred care. We recognize that palliative care extends beyond symptom management and includes emotional, psychological, and spiritual support for residents and their families.

We continue to implement the RNAO Best Practice Guidelines (BPGs) for Palliative Care to strengthen consistency, quality, and alignment with evidence-based standards.

Key Initiatives

Pain and Symptom Management

- Implement enhanced pain and symptom management protocols that incorporate pharmacological and non-pharmacological interventions such as massage and aromatherapy.
- Provide specialized staff training in identifying, assessing, and managing pain and end-of-life symptoms.
- Use standardized assessment tools for routine monitoring to ensure resident comfort and safety.

Advance Care Planning

- Support early and meaningful conversations with residents and families about care goals and preferences.
- Align care planning with RNAO BPGs to ensure documentation reflects residents' values and wishes.
- Review and update care plans regularly to respond to changing needs.

Family Support and Education

- Provide education to help families understand the palliative care journey and participate confidently in decision-making.
- Maintain open and transparent communication between families and care teams throughout all stages of care.

By integrating evidence-based practices with a compassionate, person-centered approach, we aim to enhance residents' comfort, dignity, and quality of life while supporting families during this important time.

POPULATION HEALTH MANAGEMENT

Primacare Living Solutions is committed to a proactive, data-driven population health management approach that promotes resident wellbeing, reduces health disparities, and prevents chronic illness. Our focus on evidence-based strategies and strong partnerships supports integrated, person-centered care that addresses both medical needs and broader social determinants of health.

Key Initiatives

Integrated Chronic Disease Management

- A multidisciplinary team—including nurses, physicians, dietitians, social workers, and physiotherapists—collaborates to develop and update personalized care plans that ensure continuous monitoring and timely intervention.
- Through digital health tools and predictive analytics, we proactively identify residents at risk for complications, helping reduce hospitalizations and improve health outcomes.

Preventive and Proactive Care

- Preventive initiatives include vaccination programs and wellness assessments to identify health risks early. Partnerships with local healthcare providers and public health agencies support immunization clinics and infection prevention strategies.
- Residents also benefit from early intervention programs focused on falls prevention, medication management, and mental health support.

Health Education and Community Collaboration

- We provide residents, families, and caregivers with education on chronic disease management, nutrition, and active aging to support better health outcomes.

- Collaborations with community partners help address key social determinants of health, including food security. Resident and family councils also participate in shaping wellness initiatives, ensuring programs reflect community needs and lived experiences.

Through integrated clinical practices, preventive care strategies, and strong community partnerships, our population health management approach supports improved health outcomes, reduces inequities, and enhances residents' quality of life.

CONTACT INFORMATION/DESIGNATED LEAD

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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 19, 2026

Randy Melchior, Board Chair / Licensee or delegate

Danielle Kirkpatrick, Administrator /Executive Director

Cassandra Bisson, Quality Committee Chair or delegate

Niklas Chandrabalan, Other leadership as appropriate
