

**Nipissing Manor Nursing Care Centre
1202 Highway 94
Corbeil, ON P0H 1K0
705-752-1100**

Continuous Quality Improvement Report:

- Fiscal Year Ended March 31, 2025

Quality Improvement Lead:

- Wentworth Graham President/Administrator

Quality Improvement Program Overview/Structure:

- At least quarterly Quality Improvement Committee Meetings with representation from all disciplines and Residents Council.
- Program in place to promptly identify, review and correct operational deficiencies as well as proactively implement Quality Improvement Goals/Initiatives.
- Benchmarking of Performance Indicators with Provincial, Regional and National Best Practice Standards.
- Interdisciplinary Team Conferences with residents, families/ POA's.
- Regular Audits and Annual Program Reviews.
- Three Year Strategic Plan.
- Regular Resident Satisfaction Surveys – 6 weeks post admission and annually thereafter.
- At least annual testing of Emergency Procedures.

Information Sharing:

Quality Improvement report is shared with:

- Residents Council
- Family Council
- Staff
- Allied Health Professionals
- Other Stakeholders

2024 Accomplishments:

CARF Accreditation Survey:

- Maintained maximum award of three years.

Outperformed Health Quality Ontario (HQP) Benchmark Indicators for:

- Inappropriate Use of Antipsychotics
- Worsened Pressure Ulcers
- Falls in last 30 Days
- Improved Physical Functioning
- Experiencing Pain
- Experiencing Worsened Pain

Influenza Immunization Rates:

- Staff 83%
- Residents 84%.

Resident and Family/Caregiver Experience Survey:

- 100% responded yes they were served in the language of their choice?
- 100% responded that the French Language Services received were satisfactory.
- 100% responded yes they would recommend this home to others?
- 100% responded yes they were satisfied with how well they were listened to by staff.
- 100% responded yes they can express their opinion without fear of consequences.

Building and Equipment:

- Generator providing service for the entire building.
- Air Conditioning in all areas.
- Installation of new Resident Call System.
- Installation of Sprinkler system. Building fully sprinklered.
- Major replacement of bedroom furniture (chairs, easy chairs, beds and bedside tables).

2025 Initiatives:

- Continue to use physical restraints as “a measure of last resort”.
- Work closely with the North Bay Regional Health Centre and other stakeholders to minimize Emergency Department visits.
- Maintain strategies that ensure optimum opportunities for Diversity, Equity and Inclusion for all, including our indigenous population.