

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

Continuous Quality Improvement Report:

- Fiscal Year Ended March 31, 2024

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 Residents and Staff Satisfaction Surveys.
- 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

2023 Accomplishments:

CARF Accreditation Survey:

- Maintained maximum award of three years.

Outperformed Health Quality Ontario (HQP) Benchmark Indicators for:

- Inappropriate Use of Antipsychotics
- Worsening Pressure Ulcers
- Improved Physical Functioning

Influenza Immunization Rates:

- Staff 80%
- Residents 95%.

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.

Installed Generator that provides electricity to the entire building.

Installed Air Conditioning in all areas.

Installed new Resident Call System.

Replaced handrails and flooring throughout to meet IPAC requirements.

2024 Initiatives:

- Continue to use physical restraints as “a measure of last resort”.
- Fire Safety: Complete the installation of the Sprinkler System throughout to meet Fire Code Requirements.
- 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.