

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 9, 2025



OVERVIEW

Ivan Franko Homes (IFH) is a not-for-profit organization dedicated to delivering high-quality, person- and family-centered care within a culturally rich Ukrainian setting. The commitment of our Long-Term Care Home is to foster a safe, inclusive environment where residents and their loved ones feel valued, respected, and supported.

We recognize that the foundation of exceptional care lies in the well-being and professional growth of our staff. By prioritizing staff burnout prevention, addressing moral distress, continuous learning, and skill development, we cultivate a passionate and dedicated team that upholds excellence in resident care. This investment not only enhances job satisfaction and retention but also ensures that the care we provide goes beyond routine—reflecting compassion, dignity, and a deep sense of purpose.

In 2025/26, we remain focused on delivering compassionate, individualized care, fostering a strong community, and adapting to evolving needs to ensure the best possible experience for those we serve.

ACCESS AND FLOW

We prioritize timely, resident-centered care that enhances accessibility, reduces unnecessary hospitalizations, and optimizes care transitions. Our commitment to integrated and proactive care strategies has led to notable improvements in resident flow, care coordination, and emergency visit reductions.

Through enhanced collaboration with community health partners, including Unity Health Toronto's Nurse-Led Outreach Team, and

their weekly Nurse Practitioner visits, we continue to provide on-site healthcare interventions that prevent avoidable hospital admissions. The use of portable diagnostic tools such as a bladder scanner, Wellue DueEK Personal EKG Tracker, and an on-site ultrasound machine has enabled timely assessments and medical decisions, reducing the need for emergency transfers.

Key initiatives such as the Falls Prevention and Management Program and the RNAO Best Practice Guidelines for Infection Prevention and Control have strengthened IFH's ability to provide evidence-based care while mitigating risks for our residents.

To further strengthen in-house expertise and reduce preventable hospital transfers, IFH has welcomed a Nurse Practitioner (NP) with specialized expertise in skin and wound care. In addition to providing comprehensive clinical support, the NP plays a key role in assessing and managing complex wounds, pressure injuries, and other dermatological concerns. Their presence enhances timely interventions, reduces infection risks, and minimizes the need for external referrals, contributing to overall resident well-being.

Project Amplifi has been implemented to further improve care transitions and clinical efficiency, allowing for seamless digital information exchange between IFH and acute care facilities. This ensures that upon hospital admission, resident diagnoses, immunization records, and medication lists are instantly accessible, reducing communication gaps and enhancing continuity of care.

Additionally, the PCC Lab Integration Initiative—set to launch in early 2025—will enable real-time digital lab requisitions and automatic result uploads to residents' profiles in PointClickCare,

streamlining care coordination and minimizing delays in treatment.

To strengthen seamless transitions for new residents, we have implemented Admission Huddles, ensuring that on admission day, the entire management team meet with the family members of newly admitted residents. This first meeting serves as an introduction to the Home and its services, establishing open communication and supporting families in transitioning smoothly into the new environment. By fostering early engagement, we help ease the adjustment period and create a foundation of trust and collaboration between families and staff.

IFH continues to focus on reducing unnecessary emergency visits, expanding in-house clinical capabilities, and enhancing integrated care pathways to ensure residents receive the right care, in the right place, at the right time.

EQUITY AND INDIGENOUS HEALTH

At Ivan Franko LTC Home, we are committed to fostering equitable access to ethnoculturally appropriate long-term care, ensuring that residents from diverse backgrounds feel welcomed, respected, and supported. Our focus remains on reducing barriers to care, particularly for populations seeking linguistically, culturally, and ethnically aligned services.

To strengthen culturally specific care, IFH is now an active participant in Ontario's Long-Term Care Homes Cultural Pilot Project, a Ministry-led initiative aimed at improving equitable access to culturally specific LTC placements. We continue to collaborate with Ontario Health at Home to assess its impact. This initiative directly supports IFH's mission to preserve Ukrainian

cultural identity in senior care, while also contributing to broader provincial efforts in equitable LTC admissions.

Additionally, IFH has implemented Admission Huddles, which have had a positive impact in promoting equity, cultural sensitivity, and open communication. These efforts help ensure that families from diverse cultural and ethnic backgrounds feel heard, and that their needs are acknowledged and met, strengthening trust and engagement in the care process.

By introducing practical multilingual tools, staff have become better equipped to ask questions, understand resident preferences clearly, and respond effectively. The “Essential Phrases for Residents’ Communication” resource, developed by the Activity Department, includes basic phrases translated into the native languages spoken by our residents. This ensures that every resident’s voice is heard and understood, regardless of language barriers.

Recognizing the importance of accessible communication, IFH is exploring ways to expand language accessibility in its Family Education Program. This initiative aims to ensure that all families, regardless of linguistic background, can better understand available services, care expectations, and support systems. By reducing language barriers, IFH seeks to enhance inclusivity and equitable access to information for diverse communities.

As part of the National Day for Truth and Reconciliation, staff members wear orange t-shirts to demonstrate solidarity with Indigenous communities. This year, the Activity Department is organizing a commemorative program to honour the memory of the children who never returned home from residential schools, as

well as the survivors, their families, and the ongoing intergenerational trauma. Through this, we are acknowledging the historical injustices endured by Indigenous peoples, raise awareness of the challenges they continue to face, and reaffirming our commitment to learning, healing, and reconciliation.

While IFH has not yet formally engaged in Indigenous-specific health initiatives, we recognize the importance of culturally safe care for Indigenous residents and families. As part of our commitment to equity, we aim to explore opportunities to enhance Indigenous cultural safety training for staff and to engage in discussions with local Indigenous organizations to better understand how we can support Indigenous residents in long-term care.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Enhancing resident and family experiences remains a top priority, driven by structured feedback mechanisms and proactive quality improvement initiatives. Resident and Family/Caregiver Satisfaction Surveys, collected twice yearly, along with real-time feedback from HappyOrNot, provide valuable insights that guide our improvement efforts.

The Resident Satisfaction Surveys conducted with residents who are mentally capable of providing constructive feedback, have revealed high satisfaction in multiple areas. They have also identified areas for enhancement, including meal variety and expanded recreational opportunities. In response, IFH has reviewed and enhanced recreational activities to better engage residents and is actively working on diversifying meal options to accommodate dietary preferences and cultural needs.

As part of our commitment to resident engagement, IFH has introduced Robot Ivan from Global DWS, an interactive companion that enhances social connection through dance, music, storytelling, and humor. By integrating technology into recreational programming, IFH continues to prioritize meaningful and engaging experiences that improve residents' quality of life.

The intergenerational project has been an impactful initiative, fostering meaningful engagement and connection among residents. By bringing different generations together, it encourages shared learning, socialization, and emotional well-being.

Family engagement remains central to improving care experiences. The Family Council continues to expand, and IFH actively encourages families to join and participate in discussions on service enhancements, ensuring that residents and their loved ones have a voice in shaping the quality of care. Additionally, IFH continues to collaborate with Family Councils Ontario to ensure families are well-informed, engaged, and empowered to contribute to ongoing quality improvement initiatives.

Additionally, Admission Huddles have had a positive impact in fostering early engagement and trust. To further support residents and families during the transition to long-term care, IFH has strengthened its communication efforts through the Admission Coordinator position. The Admission Coordinator plays a key role in maintaining open communication with families, addressing concerns, and facilitating a smoother adjustment period for new residents. By providing guidance and support from the start, this initiative enhances overall resident and family satisfaction,

reinforcing IFH's commitment to a positive care experience

By integrating feedback into decision-making and continuously refining our approach, IFH remains dedicated to delivering exceptional, person- and family-centered care that meets the evolving needs of residents and their families.

PROVIDER EXPERIENCE

Recognizing that engaged and motivated employees are essential to high-quality resident care, IFH actively invests in staff recognition, resilience-building, and workplace wellness.

To celebrate the dedication of our workforce, IFH hosts annual appreciation events, Staff Appreciation Weeks, ensuring that every department feels acknowledged and valued. These events include team celebrations, recognition awards, and tokens of appreciation, reinforcing a culture of gratitude and support.

Beyond appreciation, IFH prioritizes staff well-being through on-site wellness initiatives, mental health sessions, and resilience-building training. Webinars and interactive workshops equip staff with stress management techniques, self-care strategies, and professional growth tools, empowering them to navigate the challenges of long-term care with confidence.

To improve staff retention, IFH has implemented weekly management meetings to address workplace concerns and ensure proactive communication between leadership and frontline staff. This ongoing dialogue provides an opportunity for staff to express challenges, contribute feedback, and collaborate on solutions.

IFH also prioritizes burnout prevention and professional development by supporting staff with continuous education, training opportunities, and strategies to mitigate moral distress. The integration of RNAO Clinical Pathways, including palliative care, fall prevention, and pain assessment training, ensures that nursing staff receive standardized, evidence-based education to enhance their clinical skills and confidence in providing care.

To ensure continuous improvement, IFH conducts anonymous staff satisfaction surveys, allowing employees to provide candid feedback on workplace culture, leadership support, and job satisfaction. Insights from these surveys inform targeted improvements, including enhanced communication strategies, workload adjustments, and expanded professional development opportunities.

SAFETY

At Ivan Franko LTC Home, maintaining a culture of safety is a continuous priority, driven by proactive initiatives and ongoing investments in infrastructure, staff training, and technology. Over the past year, multiple projects have been undertaken to enhance resident safety, prevent incidents, and improve overall care quality.

To strengthen fire safety measures, a comprehensive sprinkler system installation has been completed. Additionally, nine ceiling lifts were installed in multiple rooms, reducing the risk of staff injuries and ensuring safer resident transfers. Furthermore, Wissner-Bosserhoff beds are being gradually replaced to enhance resident comfort, safety, and functionality.

In alignment with best practices, IFH has integrated RNAO Clinical

Pathways for pain assessment and fall prevention, while the palliative approach to care initiative is currently being phased in. As a result of these structured interventions, the number of falls at IFH is nearly 2.5 times lower than the provincial average, as per the most recent Canadian Institute for Health Information (CIHI) statistics. We are proud to consistently exceed regulatory safety benchmarks, with CIHI data confirming that all our LTC safety indicators reflect excellence.

To further strengthen clinical support and decision-making, IFH has implemented a weekly rotation system for the Director of Care (DOC) and Assistant Director of Care (ADOC) to be on call during weekends and after-hours. This ensures that registered staff have direct access to leadership for guidance and urgent decision-making, enhancing timely responses to resident care needs and improving overall safety.

As part of the strategic plan to improve efficiency and enhance mobility-related safety, IFH has transitioned from a paper repair logbook to an electronic system with Home Medical Equipment (HME). This system allows the Nursing Department to submit mobility device service requests digitally, enabling the HME team to receive requests in advance and prepare accordingly. By computerizing these processes, IFH has streamlined maintenance, reduced delays, and improved response times for residents requiring mobility support.

To enhance infection prevention and control (IPAC) compliance, IFH has started using the Hand Hygiene Administrator App, enabling the IPAC Nurse to conduct audits on hand hygiene practices and proper PPE use. This tool strengthens monitoring efforts, reinforces staff

adherence to infection control protocols, and supports ongoing education and improvement initiatives.

Furthermore, IFH is in process of integrating advanced detection technology through ElephasCare, a non-camera, non-wearable sensor system that monitors resident activity, including bed exits and toileting frequency. This would provide real-time alerts for falls and other incidents, enabling immediate intervention.

To optimize medication safety, IFH is also in the early stages of implementing a Computerized Prescriber Order Entry (CPOE) system. This initiative will allow for faster, more accurate medication orders, reducing transcription errors and improving communication between the pharmacy and prescribers.

Looking ahead, IFH remains committed to advancing safety initiatives, leveraging technology, and strengthening staff training programs to foster a safe and secure environment for all residents, families, and staff.

PALLIATIVE CARE

Ivan Franko Homes LTC Home is enhancing palliative care through RNAO Clinical Pathways, which provide standardized care plans for pain management, symptom control, and early identification of palliative needs. These pathways support consistent assessments and interventions, ensuring residents receive timely, coordinated care.

To support families, IFH has incorporated palliative care brochure into its Family Education Program, offering clear guidance on advance care planning, symptom expectations, and available support services. These materials help families make informed decisions and navigate end-of-life care with clarity.

POPULATION HEALTH MANAGEMENT

We acknowledge that effective population health management requires collaboration with health service organizations to ensure residents receive comprehensive, integrated care tailored to their unique needs. Through strategic partnerships and innovative care models, we enhance accessibility, improve care coordination, and optimize health outcomes.

We actively work with external healthcare providers to facilitate integrated care planning, ensuring residents receive timely interventions across a range of care needs, including mental health support, behavioral health interventions, chronic disease management, palliative care, and preventive health services. These collaborations allow us to provide on-site healthcare interventions that reduce hospital visits, improve early detection of medical conditions, and enhance quality of life for residents.

To further strengthen continuity of care, IFH has implemented digital solutions that improve medical information exchange between care settings and support real-time decision-making. Project Amplifi is fully operational, enabling seamless data sharing with hospitals, reducing communication gaps, and ensuring timely updates to resident care plans. Additionally, IFH is in the process of implementing lab integration technology, which will allow for faster access to lab results and further streamline care coordination upon completion.

We have adopted evidence-based clinical pathways that align with best practices in pain management, fall prevention, and palliative care, ensuring that residents receive consistent, high-quality care that meets their evolving health needs. Our commitment to advance care planning and family engagement fosters informed decision-making and ensures care aligns with residents' values and preferences.

Beyond clinical care, IFH collaborates with community organizations to enhance caregiver education, facilitate family involvement, and provide culturally appropriate support services. By fostering strong partnerships, IFH remains committed to delivering integrated, person-centered, and equitable care that empowers residents and their families while strengthening the broader long-term care network.

CONTACT INFORMATION/DESIGNATED LEAD

Olya Vovnysh, CEO

Lioudmyla Faltchouk, Director of Operations/Administrator

Myroslava Zlepko, Director of Care

Marina Pidluzhnyy, Assistant Director of Care

OTHER

Ivan Franko LTC Home is shaping the future of long-term care through innovation, expansion, and excellence in resident-centered services. A key milestone in our growth is the building of the Centre for Aging and Longevity, a state-of-the-art 160-bed long-term care home integrating advanced infection prevention, modern private accommodations, and comprehensive, culturally inclusive care. In early 2026, our current LTC Home will transition into the new Centre, further enhancing our ability to provide high-quality, integrated senior living.

Alongside this expansion, IFH is modernizing operations with digital health innovations, including electronic health records, automated reporting, and enhanced communication systems, streamlining care coordination and improving efficiency.

Our commitment to continuous learning and quality improvement remains unwavering. Through staff education, leadership development, and interdisciplinary collaboration, we cultivate a skilled, resilient, and compassionate team dedicated to delivering exceptional care.

Looking ahead, IFH remains focused on strengthening partnerships, expanding access to specialized services, and advancing innovation to shape the future of long-term care.

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 25, 2025

Olya Vovnysh, Board Chair / Licensee or delegate

Lioudmyla Faltchouk, Administrator /Executive Director

Marina Pidluzhnyy, Quality Committee Chair or delegate

Myroslava Zlepko, Other leadership as appropriate
