

Let's Make Healthy
Change Happen.



Quality Improvement Plan (QIP) Narrative for Health Care Organizations in Ontario



03/06/2025

This document is intended to provide health care organizations in Ontario with guidance as to how they can develop a Quality Improvement Plan. While much effort and care has gone into preparing this document, this document should not be relied on as legal advice and organizations should consult with their legal, governance and other relevant advisors as appropriate in preparing their quality improvement plans. Furthermore, organizations are free to design their own public quality improvement plans using alternative formats and contents, provided that they submit a version of their quality improvement plan to Health Quality Ontario (if required) in the format described herein.

Overview

Hellenic Care for Seniors (Toronto) Inc. is an accredited, not for profit charitable Long-Term Care Home dedicated to providing exceptional quality care and services to seniors in our community to enhance their physical, mental, emotional, and spiritual health.

Our dedication to excellence sets us apart as we continually adapt to the evolving needs of our community. Seniors in our care thrive in a supportive environment that nurtures their independence, well-being, and dignity. The Home takes great pride in providing a culturally enriching setting that honors the traditions of our predominantly Greek ethnic residents while embracing the diverse backgrounds of all individuals with dedication and inclusivity.

Hellenic Care for Seniors seamlessly integrates professional excellence with compassionate care, creating a holistic approach that enriches the lives of our residents and community. This achievement is driven by the steadfast support of our Board of Directors, Committees and Senior Management team, alongside the expertise and dedication of our staff. Through strong collaboration with families and specialized organizations, our team ensures the diverse needs of our seniors are met with skill, empathy, and respect.

Our Mission: Hellenic Home is a not-for-profit charitable organization, dedicated to providing personalized quality care and a wide range of services to all seniors with a focus on the Hellenic Canadian population.

Our Vision: To be at the forefront of seniors' changing needs.

Our Accountability Framework is the foundation for planning processes and sets our success factors for strategic planning:

- Outstanding Care and Service. This principle fosters a culture that focuses on seniors' safety and risk management.
- Excellent Performance promotes accountability.
- Competent People create a culture that focuses on learning and collaboration.
- Ongoing Innovation develops systems to encourage and recognize innovation.
- Dynamic Partnerships expands and enhance community links and partnerships.

In addition, the QIP aligns with the following internal and external provincial planning processes:

1. Operating plan: the QIP change ideas are included in the goals and objectives set out for the upcoming year. The Senior Leadership team is responsible for overseeing the achievement of the goals and objectives:
2. Long Term Care Service Accountability Agreement (LSAA). The home is obligated to report annually to Ontario Health its performance indicator outcomes and sign the annual declaration of compliance.
3. Behavioral Support Team guidelines from Ontario Health.
4. Accreditation requirements: Hellenic Care for Seniors participated in a CARF accreditation survey and achieved a three-year accreditation in June 2024 and is committed to upholding CARF standards, which are regularly monitored for ongoing compliance.
5. Areas arising from other legislative/accountability requirements such as the Fixing Long Term Care Act 2021 and Ontario Regulations 246/22.
6. Areas arising from the annual Resident and Family Experience surveys conducted annually.

These highlight the home's ongoing commitment to quality improvement through strategic initiatives and collaborations aimed at enhancing resident care, operational efficiency, streamlining processes, and driving sustainable improvements. Key achievements include:

- The home collaborated with an Infection Prevention and Control (IPAC) Consultant to ensure its policies align with the Ministry of Long-Term Care's updated IPAC Standards. By April 2024, all

new policies were successfully developed, reviewed, and uploaded to Policy Medical, providing staff with easy access for reference and compliance.

- The home enhanced its Infection Prevention and Control with Health Connex IPAC Module. This automated infection tracking and trend analysis, streamlining Infection Prevention and Control (IPAC) efforts for greater efficiency.
- The home implemented Resident Dining Solution (RDS) platform that digitized key aspects of dining services, including menus, diet lists, recipes, production sheets, and the show plates process, improving accuracy, efficiency, and the overall dining experience for residents.
- The home implemented the Surge Learning Quality Risk Management (QRM) online platform to its auditing program, enhancing the tracking of improvement measures. This streamlined approach strengthened compliance, supported proactive quality management, and drives continuous improvement in care and operational standards.

The 2025-26 Quality Improvement Plan (QIP) focuses on enhancing resident care by improving access, enriching the resident experience, and optimizing care delivery. Guided by a commitment to continuous improvement, our QIP aims to improve organizational performance and quality of life for all residents.

A key priority is reducing unnecessary Emergency Department visits by enhancing clinical decision-making. The Program Lead will systematically track and review all resident transfers to the ER, assessing avoidable transfers, identifying trends, and implementing targeted interventions. By strengthening in-home clinical support and optimizing care pathways, we aim to achieve a 2% reduction in avoidable hospital transfers. This initiative ensures residents receive timely, appropriate care within the home while improving healthcare resource utilization.

Beyond clinical improvements, we are committed to enhancing mealtime experiences. Recognizing food's vital role in well-being, we actively gather resident feedback on food quality, variety, and service during monthly Resident Council meetings. Seasonal menus are reviewed with residents to align with their preferences and dietary needs. Based on feedback, dietary manager will implement monthly changes, supported by a food consultant who will refine recipes and train cooks in March, April, and May 2025.

By integrating these initiatives, we strengthen our commitment to high-quality, resident-centered care, ensuring both medical and daily living needs are met with excellence.

Access and Flow

Hellenic Care is committed to improving access to quality care for our residents, ensuring they receive the right care at the right place and at the right time. To achieve this, we have implemented key initiatives and continue our improvement efforts to enhance proactive care planning, strengthen care transitions, and optimize on-site medical services.

From the moment of admission, we conduct comprehensive assessments to understand each resident's needs, ensuring individualized care from the start. For residents with progressive life-limiting illnesses, Goals of Care discussions begin at the six-week interdisciplinary conference, engaging Power Of Attorney's (POAs), Substitute Decision Maker's (SDMs), and caregivers to align care with residents' values and preferences. Ongoing advanced care planning plays a crucial role in preventing unnecessary hospital transfers by facilitating timely palliative care discussions. Additionally, if a resident experiences frequent hospitalization or is diagnosed with a new life-limiting condition, an interdisciplinary conference is held to review prognosis and explore in home care options, ensuring a person-centered approach that prioritizes comfort and dignity.

To further strengthen care transitions, Hellenic Care has integrated Project AMPLIFI, Connecting Ontario, and Point Click Care to enhance communication between Long-Term Care homes and hospitals. By linking

hospitalization data to Point Click Care, hospitals gain real-time access to resident records, ensuring continuity of care and minimizing delays in treatment. Connecting Ontario further enhances this process by providing secure, comprehensive health information, improving clinical workflows and decision-making.

Beyond digital integration, we actively collaborate with specialized healthcare teams to minimize emergency room visits and provide high-quality care within our home. Our partnership with Unity Health Network (UHN), Toronto Western Hospital's Nurse-Led Outreach Team (NLOT) ensures immediate telephone support and on-site interventions, such as gastrostomy tube (G-tube) reinsertion, preventing unnecessary hospital trips. Additionally, Toronto Central Behavioral Supports Ontario (BSO) enhances our Behavioral Support Resource Team (BSRT) in managing responsive behaviors through both pharmacological and non-pharmacological strategies, improving the quality of life for residents with Dementia and complex behavioral needs.

Mental Health and Dementia Care remain a priority in our resident-centered approach. Our collaboration with the Geriatric Mental Health Outreach Team (GMHOT) and the Psychogeriatric Resource Consultant (PRC) provides staff with ongoing education in Dementia and Mental Health care, strengthening behavioral management strategies and reducing psychiatric and emergency department transfers. Through the Ontario Telemedicine Network (OTN), we facilitate virtual specialist consultations, ensuring timely access to expertise without the disruption of unnecessary travel. The program further integrates acute and long-term care by providing a dedicated nurse to coordinate specialist appointments and advocate for residents, enhancing overall care efficiency.

To further optimize on-site medical services, we collaborated with Enterostomal Therapy Consulting (ET Nurse) to provide specialized wound care. Additionally, partnerships with Westminster Mobile Medical Imaging and Dynacare bring x-ray, vascular ultrasound, and lab services directly to residents, minimizing disruptions and ensuring prompt diagnostic care.

By integrating proactive care planning, seamless hospital transitions, specialized partnerships, and on-site medical services, Hellenic Care remains dedicated to delivering high-quality, resident-centered care. These initiatives not only enhance the overall well-being of our residents while also ensuring that they receive the right care in the right setting while minimizing unnecessary hospital transfers and disruptions to their daily lives.

Equity and Indigenous Health

Hellenic Care for Seniors is engaged in promoting a diverse, equitable, and inclusive environment for both residents and staff. We take pride in offering a distinctive social setting that honors the traditions and customs of our predominantly Greek Canadian residents while embracing individuals from all backgrounds. Our commitment to cultural inclusivity is reflected in our care approach, which ensures that cultural, linguistic, and personal identities are recognized and respected through culturally inclusive care plans, multilingual communication support, and religious accommodations.

At Hellenic Care, equity in health within long-term care is fundamental to our mission. We utilize a standardized assessment tool that captures essential identification information, including ethnicity, gender identity, sexual orientation, language preferences, and Indigenous identity. This comprehensive approach allows us to develop personalized care plans that reflect each resident's unique background, traditions, and needs, ensuring a truly person-centered model of care.

By emphasizing culturally competent care, language accessibility, and tailored health interventions, we ensure that every resident receives equitable access to healthcare resources and specialized programs. Our commitment extends beyond medical support to include culturally appropriate meals, celebrations of significant traditions, and spiritual care. While we honor Greek Orthodox services as part of our heritage, we also accommodate the spiritual and religious needs of residents from diverse faiths. Through

accessibility, personalized support, and a holistic approach to well-being, we strive to create an environment where every resident feels valued, respected, and empowered.

To create a truly inclusive environment, we focus ongoing education and awareness among our staff. Through our annual Surge Learning program, we offer comprehensive diversity, equity, and inclusion (DEI) education, equipping staff with the knowledge and skills needed to provide culturally competent care. This education focuses on unconscious bias awareness, equitable treatment, and promoting a respectful workplace that reflects the diversity of our community. By integrating these initiatives into our daily practices, Hellenic Care remains committed to delivering compassionate, culturally responsive care that upholds the dignity and well-being of every resident.

Patient/Client/Resident Experience

Hellenic Care is dedicated to integrating resident and family feedback into our quality improvement efforts. We actively collect and analyze experience survey results and other input to identify key areas for enhancement. This information guides quality improvement initiatives, staff training, and service adjustments to better meet the needs of those we serve. We engage residents and families in decision-making to ensure transparency by sharing progress updates. By embedding feedback into our continuous improvement framework, we enhance care experiences and maintain a high standard of service.

Resident and Family Experience Satisfaction Survey

For 2023 the outcome of the Resident and Family Experience Satisfaction Survey Summary, recommendation and proposed Action Plan was presented at Resident Council on March 12, 2024.

The proposed Annual Residents and Family Experience Satisfaction Survey questions for 2024 were presented to the resident council on September 26, 2024. The council was given the opportunity to provide feedback, and no suggestions were made. The Resident Survey was launched from December 12 to 27, 2024. The Family Satisfaction Survey was distributed December 6 to 20, 2024. The Staff Experience Satisfaction Survey was launched on December 18 to 24, 2024.

The outcome of the Resident and Family Experience Satisfaction Survey Summary, recommendation and proposed Action Plan from 2024 was shared with residents at the Resident Council on February 26, 2025, with no recommendations provided. The Staff and Resident and Family Experience Satisfaction Survey Outcomes and Action Plans were presented to staff on February 14 and 21, 2025, at the staff meeting and will be discussed at additional meetings, such as Quality Committee meetings.

Resident and Family satisfaction with Hellenic Care for Seniors remains excellent, as reflected in the high overall and recommendation ratings. The home is pleased to highlight key strengths and meaningful improvements identified in the survey, showcasing areas where residents and families have expressed strong satisfaction.

Resident Survey:

- Staff treat me with respect – 100% Usually/Always
- I can express my opinion without fear of consequences – 100% Usually/Always
- Staff are available to me within a reasonable time when I need them – 100% Usually/Always
- I am given opportunities to make decisions about my care – 100% Usually/Always
- I receive daily care that meets my needs – 100% Usually/Always
- Staff support me to access other health professionals if needed – 100% Usually/Always
- I am aware of who to contact to initiate a concern/complaint – 100% Usually/Always
- There are activities that support my religious/spiritual beliefs – 100% Usually/Always
- Mealtime is pleasurable – 96% Usually/Always
- Staff listen to me – 100% Usually/Always

Family Survey:

- Staff treat my family member with respect – 95% Usually/Always.
- I am involved in decisions about my family members care – 96% Usually/Always
- My family member's daily care needs are met – 95% Usually/Always

- The food and drinks my family members receive are good- 91% Usually/Always
- The Home is clean and tidy – 100% Usually/Always
- The home is free from odors – 100% Usually/Always
- I am aware of who to contact to initiate a concern/complaint – 96% Usually/Always
- I receive updates about my family member's health – 96% Usually/Always

Provider Experience

At Hellenic Care we recognize that a supportive and engaged workforce is essential for delivering high-quality care in long-term care facilities. To address challenges in recruitment, retention, workplace culture, and staff experience, we have launched our Workforce Enhancement Initiative. This initiative focuses on creating a positive, sustainable environment through innovative recruitment strategies, career development opportunities, and a commitment to diversity and inclusion. By investing in our team with competitive wages and professional growth support, we aim to enhance staff satisfaction and improve quality of care to our residents.

We actively participate in Ontario Health's incentive programs to attract and retain qualified healthcare professionals. Through the Community Commitment Program for Nurses (CCPN), we offer eligible nurses a \$25,000 grant in exchange for a two-year commitment to our home. This initiative provides financial support and stability for nurses, encouraging their long-term dedication to our community. Additionally, the Attracting New PSW Graduates to Long-Term Care program offers a \$10,000 recruitment incentive for PSWs committing to 12 months of full-time employment with us, strengthening our ability to build a skilled caregiving team.

To further enhance our recruitment efforts, we are expanding our outreach through partnerships with local colleges, universities, and vocational training programs. This includes mentoring opportunities for students pursuing careers in geriatric care.

These strategies not only help attract new talent but also foster strong connections between staff and residents. We are proud to report that these initiatives have successfully enabled us to recruit twelve (12) Personal Support Workers and eight (8) Registered staff, significantly enhancing our team and the quality of care we provide.

To further support staff retention, Hellenic Care has implemented key initiatives that emphasize professional growth, work-life balance, and long-term career satisfaction. A core strategy is offering employment opportunities to PSW students upon completing their studies and registration, ensuring a smooth transition into their professional roles.

Recognizing the challenges newcomers face in securing employment, we actively participate in the Labor Market Impact Assessment (LMIA) program and hire individuals on open work permits. To support their transition, we provide workplace orientation, training, and mentorship, helping them integrate successfully into our healthcare team.

To foster a strong and supportive work environment, we provide mentorship where experienced staff guide and support newer team members. This not only enhances skills and career development and at the same time builds a sense of community, reinforcing our commitment to staff retention and long-term success.

At Hellenic Care we are passionate about creating a workplace where employees feel valued, supported, and empowered. Strengthening workplace culture is at the heart of our initiatives, ensuring that open communication, recognition, and continuous improvement shape our environment. Through regular meetings and employee experience surveys, we actively listen to staff feedback, using their insights to refine policies and enhance workplace satisfaction.

We believe that appreciation fosters motivation, engagement, and a strong sense of community. Our recognition programs, including Departmental Appreciation Week, celebrate the dedication and achievements of all teams. We host meaningful social events such as BBQs, Summer Staff Appreciation Day, and Greek Easter, reinforcing our culture of mutual support and team spirit. Beyond these initiatives, our staff actively celebrate every special occasion with residents, sharing in their joy and traditions. More than just a workplace, Hellenic Care is a family—where staff and residents build meaningful connections, creating a warm and supportive home for everyone.

This sense of belonging is reflected in the loyalty and dedication of our staff, many of whom have built lifelong careers with us, from their early days to retirement. To honor this extraordinary commitment, our Senior Leadership team presents the Long-Term Service Awards, recognizing employees who reach milestones from five to thirty years. These awards, given during our Holiday Celebration, include financial recognition as a heartfelt token of gratitude, reinforcing our appreciation for those who make Hellenic Care not just a workplace, but a true home.

We also embrace technology and best practices to enhance efficiency, reduce administrative burdens, and improve job satisfaction. Tools like electronic health records and automated scheduling streamline workflows, allowing staff to focus more on delivering high-quality care and less on paperwork. These innovations contribute to more effective and fulfilling work experience. To ensure the success of these initiatives, we track key performance indicators such as staff turnover rates, and job satisfaction. Regular check-ins and regular meetings provide valuable feedback, allowing us to continuously evolve and adapt to the needs of our team. By prioritizing recognition, innovation, and employee well-being, we are building a thriving, supportive workplace where staff feel motivated to excel—benefiting both employees and the residents we serve.

Safety

Hellenic Care prioritizes the safety and well-being of our residents in every aspect of our care. We are dedicated to implementing proactive measures that prevent harm, foster a secure environment, and enable residents to thrive.

Our key component of our safety initiative is our Medication Management Program, designed to uphold the highest standards of accuracy, efficiency, and resident care. On October 23, 2024, we successfully completed the Medication Safety Self-Assessment for Long-Term Care (MSSA-LTC). This detailed evaluation engaged our pharmacy, nursing team, physicians, and management in a collaborative, interdisciplinary approach to identify and mitigate potential risks.

To further enhance resident safety, we have integrated advanced medication system technologies into our practices, including:

- Barcoding for medication selection during dispensing by our pharmacy service provider, ensuring accuracy in the supply chain.
- Barcoding for scanning medication deliveries received by the Home, providing an added layer of verification.
- Electronic prescribing via computerized prescriber order entry (CPOE), streamlining communication and reducing errors.

- Electronic medication administration records (eMAR) to ensure precise and timely documentation of medication administration.
- A digital drug record book, offering secure, accessible, and organized recordkeeping.

These technologies work in tandem to enhance precision, reduce the risk of errors, and streamline our processes, ensuring that every resident receives safe and effective medication management.

At Hellenic Care, we stay at the forefront of evidence-based practices by reviewing the Institute for Safe Medication Practices (ISMP) Canada Safety Bulletins and other resources, with updates shared by our Medication Management Lead to promote continuous learning among staff. Through our partnership with GeriatRx Pharmacy, we receive the Geri Journal, providing insights into emerging studies, technologies, and safety measures. Educational topics are shared with staff to ensure they remain informed and equipped to deliver the highest quality of care. As part of our ongoing improvements, we recently adopted Baqsimi, a ready-to-use nasal glucagon, to replace traditional glucagon administration for low blood sugar emergencies. This transition enables faster, more effective responses during critical situations, reducing risks and improving outcomes. To ensure adherence to safety standards, a dedicated nurse from GeriatRx Pharmacy conducts regular audits, including:

- Monthly Narcotics Audits to ensure compliance with storage and documentation standards.
- Medication Order Audits to verify accuracy and adherence to prescribing practices.
- Medication Cart and Room Audits to maintain organization, cleanliness, and safety protocols.

These audits provide oversight, identify risks, and support proactive improvements. By integrating these measures, we continually enhance medication safety and prioritize the well-being of our residents.

Our Falls Prevention and Management Program is a cornerstone of our commitment to promoting a culture of safety and reducing fall-related incidents within our home. Recognizing that falls are a critical concern in long-term care, our program takes a proactive approach by conducting comprehensive risk assessments for all residents upon admission and at regular intervals. These assessments help identify individuals at higher risk, allowing for timely and targeted interventions.

Guided by evidence-based practices and aligned with our home's policies and procedures, the program integrates multiple strategies to enhance resident safety. These include medication reviews, restorative care approaches, and the use of equipment, supplies, and assistive devices tailored to individual needs. Preventative measures such as personalized mobility aids, and structured exercise plans help improve strength, balance, and confidence in ambulation, ultimately reducing the risk of falls. Additionally, our program emphasizes continuous monitoring and evaluation, ensuring that falls are effectively managed, appropriate interventions are implemented, and strategies are refined to prevent recurrence.

Staff receive ongoing training in fall prevention strategies through regular in-services and expert-led sessions provided by Achieva Health, as well as continuous education via the Surge Learning platform. Training covers essential areas such as proper transfer techniques, behavior management, and environmental hazard identification, ensuring that staff are well-equipped to mitigate fall risks effectively.

To enhance safety and accountability, our program integrates an electronic incident reporting system, Risk Management in Point Click Care, which facilitates real-time documentation and analysis of fall incidents. This system supports post-fall huddles and assessments, enabling the team to implement swift corrective actions and identify trends for ongoing improvement.

Family members play an active role in the care planning process, ensuring that interventions are tailored to residents' individual needs and preferences. Additionally, the team places a particular focus on high-risk

residents and those with a history of multiple falls, providing close monitoring and targeted interventions to enhance their safety and well-being.

Regular Fall Program audits serve as a critical mechanism for reviewing incident data, identifying trends, sharing key insights, and collaboratively developing actionable strategies for continuous improvement. The program undergoes a comprehensive annual evaluation to ensure alignment with best practice guidelines while incorporating emerging evidence to enhance resident safety and care outcomes. This proactive approach has led to a significant reduction in falls, increased staff awareness, and a strengthened culture of safety, ultimately improving the overall quality of care. As of Quarter Two (2), 2024, our home's Fall Indicator stands at 4.20%, a remarkable improvement compared to the Provincial Average of 16.50%.

At Hellenic Care, we remain committed to emergency preparedness and resident safety through annual CPR recertification for all full-time and part-time registered staff and nursing managers. Monthly fire drills are conducted, documented, and reinforced with instructional posters, debriefing sessions, and updated floor plans to enhance staff readiness. We also collaborate with Onyx Fire Protection Services Inc. for regular fire safety inspections, ensuring compliance and risk mitigation. In 2024, key environmental safety upgrades included HVAC system enhancements, elevator improvements, stairwell refinishing, kitchen equipment replacements, facility-wide painting, upgraded lighting, new eye-wash stations, and major bathing room renovations. These improvements enhance safety, functionality, and overall comfort.

Palliative Care

Hellenic Care is dedicated to delivering high-quality, person-centered palliative care in alignment with the Fixing Long-Term Care Act (FLTCA) 2021, and the Ontario Provincial Framework for Palliative Care. Our commitment extends to ensuring that our palliative care services meet the standards set by the Quality Standard for Palliative Care and the Ontario Palliative Care Network (OPCN) model.

Here are key initiatives that showcase our commitment:

A Resident-Centered Approach: In early 2024, our Palliative Care Program at Hellenic Care was revamped to ensure residents receive high-quality, person-centered care. The palliative approach is initiated at the point of admission, emphasizing early identification of needs, assessment, and treatment using validated tools to address physical, emotional, social, practical, and spiritual needs, enabling proactive care planning. Personalized care plans are developed in collaboration with residents, families, and interdisciplinary teams, and are regularly updated to reflect evolving needs, ensuring resident centered care. We have established a comprehensive interdisciplinary team approach to palliative care. Our team includes Physicians, RAI-MDS Coordinator, Social Worker, Registered Dietician, Pharmacists, Director of Care, Registered Staff, Personal Support Workers, Spiritual Care provider, and Quality Improvement Lead.

This collaborative approach ensures that all aspects of residents' well-being are addressed, aligning with the Ontario Provincial Framework's vision for holistic care. Symptom management focuses on evidence-based interventions to address pain and comfort, adhering to quality standards for effective symptom management. Our interdisciplinary team works collaboratively to deliver holistic care, ensuring the physical, psychological, social, spiritual, and practical needs of residents are met. We also prioritize family involvement by offering support through care discussions, grief counseling, and education. This approach aligns with the standards for family engagement in care. Additionally, residents have access to specialized palliative care services, including consultations and hospice resources, ensuring seamless integration with specialized care providers.

Enhancing Goals of Care Through Meaningful Conversations and Support: Our program has updated the terminology from "advance directive" to "Goals of Care," reflecting this change in our revised documentation. These goals are discussed during admission and the initial six-week interdisciplinary care conference to clarify each resident's values, beliefs, and perceptions of quality of life. We emphasize

advance care planning by engaging residents and their families in open, ongoing conversations to ensure care aligns with their preferences. Families are supported through onsite spiritual care services, including counseling and emotional support from a priest, who also offers prayers and reflections during monthly Church Services and individual visits. Additionally, our social worker provides support to co-residents affected by the loss of emotional support, addressing their needs during these challenging times.

Building Competency and Capacity in Palliative Care Through Education and Mentorship: Education and mentorship in the palliative approach to care are vital in equipping our staff with the knowledge and skills necessary to deliver high-quality care when and where it is needed. We offer education through our Surge learning platform, in-person sessions, and by sending selected staff to LEAP (Learning Essential Approaches to Palliative Care) courses provided by Pallium Canada. All staff, residents, and families receive education in palliative and end-of-life care, ensuring they have the competencies to support residents compassionately. To continually enhance our care delivery, we conduct an annual evaluation of our palliative and end-of-life care program. This evaluation assesses its effectiveness and identifies areas for improvement, ensuring we uphold high standards and remain aligned with the provincial framework.

Population Health Management

At Hellenic Care we take a collaborative, population health management approach to enhance the health and well-being of our residents by integrating chronic and acute care services through strong healthcare partnerships. Our collaboration with University Health Network (UHN) Toronto Western Hospital's Nurse-Led Outreach Team and Women's College Hospital's LTC+ program ensures timely access to specialized care, reducing unnecessary emergency room visits and providing seamless transitions between long-term and acute care settings.

To further safeguard our residents, we implement a robust vaccination program in partnership with Toronto Public Health and the Ministry of Long-Term Care (MLTC). The introduction of publicly funded Pevnar 20 in Ontario, replacing Pneumovax 23, has increased resident and family participation, strengthening our community's protection against preventable illnesses. Our comprehensive infection prevention and control (IPAC) strategy, developed in collaboration with UHN's IPAC HUB, Public Health Ontario, Toronto Public Health, and MLTC, ensures that we remain aligned with the latest public health standards, reinforcing resident safety and overall population health management.

Recognizing the vital connection between physical and mental well-being, we work closely with Toronto Central Behavioral Supports Ontario (BSO) and the Geriatric Mental Health Outreach Team (GMHOT) to provide specialized psychiatric evaluations and non-pharmacological interventions, fostering a supportive and holistic care environment. Additionally, our collaboration with Enterostomal Therapy Consulting enhances wound care management, significantly improving the quality of life for residents with complex care needs.

In alignment with our Ontario Health Team (OHT) involvement, we partner with various health service organizations to provide coordinated, comprehensive care. This collaboration is particularly vital for residents with complex, chronic, or palliative care needs, reinforcing our mission to deliver exceptional, resident-centered healthcare within our home.

Contact Information/Designated Lead

Sherly Celis, Manager of Quality Improvement & Education
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I have reviewed and approved our organization's Quality Improvement Plan on March ____ 2025.

Board Chair / Licensee or delegate _____ (signature)
Administrator /Executive Director _____ (signature)
Quality Committee Chair or delegate _____ (signature)
Other leadership as appropriate _____ (signature)