

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

March 30, 2026

OVERVIEW

Nithview LTC Community is a part of a community of care located in New Hamburg, Ontario. Nithview LTC includes 97 long term care rooms that are divided onto three floors. The community also supports retirement and independent senior living. Nithview is one of two LTC homes within the Tri-County Mennonite Homes organization and we share the same mission statement of "making every day matter." Nithview aims to make every day matter by striving for high standards of care and by remaining focused on quality initiatives. Our home aligns with provincial programs and the current needs of our diverse resident population. We deliver these quality initiatives by promoting individualized and unique approaches to resident care needs and by creating positive experiences for residents, families, team members and community partners.

Nithview Community is proud to be a designate home for RAO Best Practice Spotlight Organization, as we continue to implement best practice guidelines within our home. This experience allows us to build and develop community connections. Furthermore it allows us to exchange knowledge across the healthcare sector, to obtain clinical studies, developed practices and to improve our resident's daily care outcomes.

Our Continuous Quality Improvement Committee oversees the quality program in our home and is led by our Administrator. The interdisciplinary team consists of the home's leadership team, a resident and family representative, front-line team members, and external partners that support our home such as our Medical Director, Dietitian, Pharmacy Consultant and other allied health professionals. This team meets quarterly to review survey results,

data and input received from our Resident and Family Councils, team members, external partners and our other quality subcommittees.

After analyzing and trending home results, our CQI committee determines the prioritization of improvement initiatives and is responsible for developing action plans, monitoring the plan, providing updates to key-stakeholders and adjusting the plan. The CQI plans, actions and evaluation of the plan is shared at Resident and Family meetings, Team meetings and posted on our home website.

In 2025 our home focused on the following areas: Reducing ER Transfers, decreasing antipsychotic drug utilization, communication, decreasing falls, resident experience and providing Equity, Diversity, Inclusion, education for our team members to align with the provincial objectives. Through the implementation of multidisciplinary huddles, the creation of monthly newsletters and by providing all employees with an email address, the home has been able to improve communication within the organization. Nithview has created a Cultural Awareness and Celebrations committee that has planned cultural events that is aligned to meeting our goal of improving our DEI education and awareness. The home continues to work on our falls , antipsychotic drug utilization as well as ED transfers. Our 2026 CQI goals include decreasing our emergency department transfers, decreasing falls and improving our dining experience

ACCESS AND FLOW

Nithview actively collaborates and works alongside all community partners to ensure the most appropriate care is delivered to our

residents, at the most appropriate time and place. Our home is committed to supporting our residents across the care continuum and supporting provincial strategies to avoid unnecessary hospitalizations and avoid emergency visits.

We work closely with our partners at Ontario Health atHome to ensure timely review and admissions occur to support the access and flow of acute and community needs. Our home has maintained a partnership with the Nurse Lead Outreach Team (NLOT) to support our internal medical team through collaboration to decrease the need to transfer to acute and external services.

We enhanced our teams' knowledge and skill by offering the following education opportunities: Fundamentals in Palliative Care, BPSO Championship training, GPA, Ufirst, Acquired brain injuries, Personality disorders and Leadership in Senior Living.

Nithview has maintained strong partnerships with Registered Nurses Association of Ontario, Psychogeriatric Resource Consultants, Canadian Mental Health Association, Alzheimer's Society, Achieva, Ontario Health, OHAH, ODSP, CRA, Ministry of Long Term Care, Waterloo Region health unit, IPAC KW 4 hub, Wellness and Mobility, One Care, Medigas, Multigen Dental Clinic, OneCareFoot Care Services and MediSystem Pharmacy.

Home implemented Taper MD, Amplifi, secure conversations and MCMR to assist clinical team in communication and timely resident care.

EQUITY AND INDIGENOUS HEALTH

Nithview commits to continuing to share cultural awareness and honour equity, diversity, and inclusion within our Home. Tri-County Mennonite Homes is proud to continue strengthening our efforts in diversity, equity, and inclusion for the benefit of both our staff and residents. This includes a focused commitment to education, recognition, and the celebration of diverse cultural events to foster greater understanding, respect, and a sense of belonging for all.

This commitment is demonstrated through the provision of annual education on diversity, equity, and inclusion, as well as the creation of the Cultural Awareness and Celebrations Committee. This committee actively plans and supports cultural events and celebrations, promoting education, awareness, and pride throughout the Home for both our residents and team members. This committee and these events allow our team members and residents to celebrate and share their culture with each other building a sense of pride and respect.

Nithview supports the needs of Indigenous cultural practices of residents and team members within the Home. We have enhanced our internal admission process to include cultural and diversity preferences, ensuring individualized care and respect for each resident's background. This information is gathered through tools such as the "All About Me," P.I.E.C.S. assessment, Resident-Centred Care Assessment, Spiritual Assessment, and interdisciplinary care conferences.

We are proud to celebrate a variety of cultural events, including Pride Month, Ethiopian celebrations, Diwali Festival, and our Christmas Bazaar. Each resident's cultural uniqueness is identified prior to move-in and reviewed during team huddles to ensure all team members are aware of and able to support individualized

wishes and needs.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Nithview is committed to resident-centered care and optimizing care and services for our residents. We engage our residents and families by gathering their feedback and getting input into quality initiatives within our home. We have an active Resident Council and invite a resident and family representative on our CQI Committee. Additionally we gather feedback from residents and families through open communication, concerns and compliments, care conferences and annual satisfaction surveys.

The 2025 satisfaction survey was conducted by a third party and provided a 49% response rate. Overall rates were positive with 77% indicating they like the Home, and 83% feel their choices are respected. Areas for improvement included programming satisfaction and pleasurable dining. The survey results and action plans were shared with residents, families and staff via departmental meetings, resident council, emails and posters.

The Home continually advertises and promotes the creation of a formalized Family Council via phone calls, discussions at admission, care conferences, emails and town halls.

Quality committee has reviewed 2025 data and approved the 2026 quality improvement plan to include working on our fall indicator, emergency department transfers and pleasurable dining.

Through the RNAO best practice guidelines for Resident and Family Centered Care, Nithview updated our admission assessments to ensure resident history, preferences and care needs are collected and shared.

PROVIDER EXPERIENCE

Nithview has conducted our satisfaction surveys for our team members via an independent consulting firm to allow team members to provide feedback. The Home had a response rate of 46%. Key highlights show that 83% reported the mission, vision and values inspire them, 89% see themselves continuing to work at Nithview and they expressed high levels of satisfaction with onboarding, role clarity and colleagues. 84% indicated that DEI is valued in the workplace.

Areas of opportunity included communication, teamwork and mental health supports. The home is implementing tri-weekly multidisciplinary huddles, newsletters, monthly departmental meetings and creation of email addresses for all employees to assist in improving communication and team work. Human Resources will be assisting the Homes to promote our EFAP program and provide wellness tips for weekly huddles.

To support ongoing recruitment strategies, Nithview is partnered with the CNO's Supervised Practice Experience Partnership. These partnerships provide employment opportunities for international individuals with clinical experience and education. Nithview also partners with PREP-LTC for preceptorship within the long term care sector to promote recruitment and retention.

Career and co-op opportunities are available for students of local high schools, community colleges, and universities for student placements (NPs, RNs, RPNs, and PSWs).

Team members are recognized at each Quick Connect for living our values as well as celebrated with our residents for long service.

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SAFETY

The safety and security of our residents is paramount to all at Nithview. In our resident satisfaction survey for 2025, 79% of residents agreed that they felt safe and secure in the home. Our home has a robust process for responding to resident safety events which includes incident reporting, analyzing safety events and developing individualized safety plans. Our quality teams meet monthly and analyze our data and look for opportunities to improve practices or implement changes to prevent future safety events.

We have increased our Falls Prevention resources by purchasing additional alarms, fall mattresses, hip protectors, and raised edge surfaces. We have upgraded our electronic medication management program to enable further enhancements to medication safety and we complete the ISMP Medication System Safety Assessment annually with our Pharmacy partner to identify further opportunities. We partner with pharmacy with electronic medication incident reporting which increases our ability to trend medication incidents and look at root causes with more advanced reports.

Home has the ability to utilize 1:1 support if required to support our residents with expressions and ensure safety for them and their coresidents.

PALLIATIVE CARE

Nithview continues to enhance the palliative and end of life care program within the home. Our mission is to enhance the experience for residents and family. We continue to provide education, update internal practices and partner with community providers. Nithview supports residents and families through the palliative care experience by providing opportunities for legacy building, emotional and spiritual support and sharing knowledge on what to expect during a loved one's journey. Nithview is honoured to walk alongside with family and residents.

Nithview adapted internal processes by providing team member education (Fundamentals in Palliative Care).

All staff support residents throughout their journey and at end-of life. We honor and respect our residents. A white dove is placed at the door of our residents who are passing so that residents and staff are aware and have the opportunity to visit. Once our residents pass, our team holds an honor guard as each resident is leaving the home. We place a memorial picture and note cards for their friends and co-residents to write a memory that is then shared with loved ones. The home hosts a memorial service twice a year to pay respect to our past residents.

POPULATION HEALTH MANAGEMENT

Our home partners with the Ontario Health at Home to review applications for appropriate placement. Our home has been able to support more complex care needs with the support of additional funding for equipment, technology and staffing. We have utilized external supports such as the NLOT program to assist with capacity building and to support complex care needs such as IV therapy and others.

We also have several internal programs that are supported by allied health care professionals that aim to promote health for our residents. Some of our partners include Physiotherapy, Occupational Therapy, Registered Dietitians, Pharmacy Consultants, and others. Each allied health team member brings expertise and suggestions on how to support our LTC population. Our home has several external partnerships which support the complex care needs of our residents. We work closely with our local Public Health team to support the home with Outbreak and Case Management. We also partner with NLOT and Psychogeriatric Resource consultants to support residents with reactive personal expressions. We have access to pain and palliative care specialists, nurses with advanced wound care training and other specialists.

Our organization maintains its membership with OLTCA and we have corporate membership on the Board.

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 26, 2026**

Bruce Bechtel, Board Chair / Licensee or delegate

Stacey Zehr, Administrator /Executive Director

Lisa Reid, Quality Committee Chair or delegate

Steven Harrison, Other leadership as appropriate
