

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 30, 2026

## OVERVIEW

The MICs Group of Health Services remains committed to its 2023-2026 Strategic Plan, guided by our Mission—"Partnering to deliver excellent health care for our communities," and our Vision—"Quality care for everyone, always!" Our core Values of "Accountability, Quality, Integrity and Respect" underscores our dedication to delivering compassionate, high-quality care.

MICs Long-Term Care (LTC) homes embrace a Person-Centered Care model, prioritizing the unique healthcare needs and overall well-being of each resident, rather than solely focusing on illness. Our operations are designed in accordance with Ministry legislation and Best Practice Guidelines in mind, ensuring safe, inclusive, and accessible care. Legislative requirements outlined in the Fixing Long-Term Care Act, 2021, Ontario Regulation 246/22, and Ministry of Health & Long-Term Care directives serve as the foundation for regulatory compliance and quality standards. Each resident's care plan is developed using a comprehensive approach, integrating their medical history, individual preferences, and the Residents' Bill of Rights.

Resident well-being is supported through a broad spectrum of services, including nursing and personal care assistance, skin and wound care, behavioral supports, specialized dementia care, senior mental health services, foot care, dental care, medication and treatment administration, pain management, specialized dietary services, laundry, social and recreational programs, on-site therapies, restorative care, and in-house medical services.

Our Quality Improvement Plan demonstrates that MICs Group of Health Service LTC homes is committed to delivering high quality

services and focusing on creating positive Resident experiences.

By March 31st, 2027 the LTC homes is committed to:

**Efficiency:**

-To strengthen clinical assessments and timely intervention within the home to manage ambulatory care-sensitive conditions and reduce unnecessary transfers to the ED department.

**Equitable:**

-Providing EDIB education supports a respectful and inclusive workplace while strengthening culturally competent, Resident-centered care for residents, families, and staff

**Resident-centered:**

-Involving residents and families in care discussions supports resident-centered care, informed decision-making, and trust in the care team.

**Safety:**

-Maintaining a structured post-fall root cause analysis will help identify contributing factors and support targeted interventions to reduce repeat falls and improve resident safety

## **ACCESS AND FLOW**

Making sure our Residents receive quality care in the right place at the right time is critical to supporting positive health outcomes and quality experiences. In order to achieve smooth transitions our homes work closely with internal and external partnerships. The need for careful monitoring accessibility and transitions in care for our Residents stem from increased demand on services from an aging population; increased staffing challenges; lack of long term care bed availability; increased Resident complex needs; increased mental health needs and complex dementia care.

To help us identify our challenges, the MICs Group of Health Services monitors:

- Monitoring trends in Emergency Department transfers, including frequency, root cause analysis, and opportunities for early intervention within the Home
- Reviewing timeliness and effectiveness of clinical assessment, documentation, and response to changes in Resident condition to support care in place when appropriate
- Evaluating coordination of care with physicians, Nurse Practitioners, hospitals, and Ontario Health atHome to support appropriate transitions and reduce avoidable hospital visit
- Monitoring effectiveness of transitional care processes between hospital and Long-Term Care, including admission, discharge, and readmission reviews to ensure safe, timely, and appropriate transitions for Residents.

## EQUITY AND INDIGENOUS HEALTH

The MICs Group of Health Services is committed to strengthening partnerships within our community to better meet the diverse healthcare needs of our population. We are collaborating to promote health equity and continuously explore ways to improve quality while ensuring care is culturally, physically, and psychologically safe.

Over the past year, we are dedicated to raising awareness and educating our Team Members on these essential values. We have also prioritized delivering DEIB training across the organization. Additionally, we are committed to building and strengthening relationships with First Nations, Inuit, and Métis communities, grounded in respect, accountability, and open communication. Our Indigenous partners include:

- Ininew Friendship Centre
- Sweet grass Health Centre
- Taykwa Tagamou Nation
- Apitipi Anicinapek Nation
- Attawapiskat First Nation
- Fort Albany First Nation
- Missanabie Cree First Nation
- Chapleau Cree First Nation
- Kashechewan Cree First Nation
- Moose Cree First Nation
- Weenuk First Nation

## PATIENT/CLIENT/RESIDENT EXPERIENCE

The MICs Group of Health Services is committed to fostering a culture of resident engagement where Residents and families feel comfortable expressing their care needs, preferences, and concerns. Hearing directly from those we serve is essential to

guiding quality improvement and ensuring care is delivered in a respectful, responsive, and resident-centered manner. Our homes actively seek feedback to support an environment of high-performing, compassionate, and person-centred care across all long-term care sites.

In partnership with Accreditation Canada, resident experience surveys are distributed during quarterly care conferences by the nursing team, and QR codes are available at the entrance of each home to provide additional opportunities for feedback. The MICs LTC homes continue to advance their technological capacity to strengthen feedback collection and quality monitoring through initiatives such as Project AMPLIFY, InterRAI LTCF, the PointClickCare IRM module, and RAO Clinical Pathway assessment tools. These platforms enhance our ability to gather meaningful input and respond to Resident needs in a timely and effective manner.

Residents and families may also share compliments, concerns, and suggestions through the MICs Group of Health Services website and the established Resident Relations process. Resident Council and Family Council meetings are held regularly throughout the year and provide valuable input that directly informs quality improvement initiatives within each home. Through these combined efforts, MICs remains committed to ensuring Residents feel heard, respected, and supported in expressing their care needs.

## SAFETY

MICs remains committed to advancing quality improvement initiatives and maintaining progress on key organizational priorities. Through perseverance and a strong team-based approach, the

organization continues to identify essential areas for improvement and establish focused quality and safety priorities to support resident-centered care. Key initiatives included the launch of RNAO Clinical Pathway Assessment Best Practice tools, the addition of a LTCH IPAC/Quality Lead, the establishment of a LTCH Educator and Student Placement Coordinator role, the development of an Antipsychotic Medication Management Team, and expanded use of PointClickCare technologies to strengthen clinical monitoring and data analysis. Work has also continued toward implementation of Project AMPLIFY to support smoother transitions in care, as well as the implementation of the InterRAI LTCF to enhance assessment processes and care planning. These initiatives, along with ongoing collaboration with Residents, families, community partners, and interdisciplinary team members, reflect MICs' commitment to a holistic and integrated approach to quality improvement.

This year, the organization has placed a strong focus on resident safety, with the quality indicator centered on the reduction of falls through a coordinated, interdisciplinary approach. An integrated Falls Risk Review process has been established, including regular team review of incidents, root cause analysis, and the development of targeted interventions to better anticipate risk and respond to changes in resident status. Through the involvement of nursing, rehabilitation, physicians, behavioural supports, and leadership, the Falls Risk Committee will be formulated and focus on evaluating trends, strengthen prevention strategies, and ensuring consistent follow-up, with the goal of reducing falls and improving overall safety outcomes across all MICs long-term care homes.

## **CONTACT INFORMATION/DESIGNATED LEAD**

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## OTHER

The MICs Group of Health Services remains committed to continuous quality improvement across all long-term care homes, guided by our Mission, Vision, and Values, and aligned with the 2023–2026 Strategic Plan. Through a coordinated and interdisciplinary approach, MICs continues to strengthen systems that support safe, equitable, efficient, and resident-centered care for the individuals and communities we serve.

The priorities outlined in this Quality Improvement Plan reflect our commitment to improving clinical outcomes, enhancing resident experience, strengthening access and flow, and advancing a culture of safety. By focusing on timely clinical assessment, meaningful resident and family engagement, culturally safe and inclusive practices, and structured review of incidents such as falls and Emergency Department transfers, MICs aims to ensure that care is delivered in the right place, at the right time, by the right team. Achieving these goals requires collaboration at all levels of the organization. Through the involvement of Residents, families, team members, physicians, community partners, and leadership, MICs will continue to monitor performance, evaluate outcomes, and adjust strategies as needed throughout the year. This ongoing commitment to reflection, accountability, and teamwork supports our goal of delivering high-quality, compassionate, and person-centered care across all MICs long-term care homes. Through this Quality Improvement Plan, the MICs Group of Health Services reaffirms its dedication to providing quality care for everyone, always.

## 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 30, 2026**



**Oswald Silverson**, Board Chair / Licensee or delegate



**Paul Chatelain**, Administrator / Executive Director



**Jennifer Genier**, Quality Committee Chair or delegate

Other leadership as appropriate