

Quality Improvement Plan (QIP)

# Narrative for Health Care Organizations in Ontario

March 13, 2026



## OVERVIEW

Dom Lipa Slovenian Linden Foundation is a not for profit charitable Long-Term Care Home dedicated to providing exceptional quality care and services to our residents to enhance their physical, mental, emotional, and spiritual well-being. Our dedication to excellence sets us apart as we continually adapt to the evolving needs of our community. Residents 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 Slovenian ethnic residents while embracing the diverse backgrounds of all individuals with dedication and inclusivity.

Dom Lipa Slovenian Linden Foundation 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 residents are met with skill, empathy, and respect.

Our Mission and Value emphasizes "Rooted in Tradition - Caring for the Future." This highlights 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:

- to continue to minimize Percentage of LTC residents without

psychosis who were given antipsychotic medication

- To continue to improve the resident experience and monitor their overall satisfaction

- To continue to minimize rate of ED visits for modified list of ambulatory care–sensitive conditions for long-term care residents.

- To continue to offer education opportunities to our staff (ie; GPA, customer service, IPAC, falls, palliative, etc)

The 2026-27 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 elevate organizational performance and quality of life for all residents. 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

Dom Lipa Slovenian Linden Foundation Home takes pride in maintaining a culture of continuous quality improvement. Quality is the foundation of everything we do, aligned with our Home's strategic quality framework: safety, resident centeredness and resident satisfaction. The quality improvement plan for the 2026-2027 year demonstrates alignment with both internal planning processes including strategic planning as well as objectives identified by our system partners such as the MOHLTC, OH and OH&H.

Continue to utilize the software called Amplify through Point Click Care (PCC) to enhance the discharge/admission process for

residents from Trillium Health Partners Hospital. This will "improve the continuity of care for Ontario Long-Term Care residents by streamlining transitions between care institutions, leading to safer care for residents, and more efficient workflows for providers". Amplify Project is actively engaged, facilitates seamless data sharing, enabling better coordination and faster access to care by linking hospitalization data to PCC, hospitals gain real-time access to resident records, ensuring continuity of care and minimizing delays in treatment. Unity Health Partner (St. Joseph Health Center) has also joined the Amplify Software.

Continue to utilize and undergo an extensive admission assessment process to ensure care needs are met and care plans are created diligently for our new residents. This will be done through a program called RNAO Clinical Pathways which is aligned with the Resident's Bill of Rights. They promote evidence-based practices for person and family-centered care. The evidence-based RNAO Clinical Pathways will also translate into the following benefits for the LTC Homes: enhanced resident-centered care, improvements in quality of care and resident outcomes, alignment with legislative and regulatory requirements, improvements in staff efficiency, and reduced risk of errors. The Clinical Pathways will focus on admission assessment, resident and family-centered care, and delirium/dementia/depression.

Dom Lipa continues to connect with CAMH Outreach Service GMHOT Model of Care. This partnership provides a positive impact in supporting residents in LTC Homes. The psychiatrist will visit Dom Lipa monthly and as needed. Services include check in, follow ups with previous assessed residents, new referrals, making

recommendations/medication changes.

Dom Lipa continues to utilize the Palliative and Pain Management Program initiative in collaboration with Ontario Centers for Learning, Research and Innovation in Long-Term Care. The Collaborative Project seeks to improve the quality of life of Long-Term Care Home residents, their families, and healthcare providers by strengthening the palliative approach to care in LTCHs across Ontario. This collaboration brings together palliative care experts to offer tailored education, recommendations and treatments that addresses the unique needs of each LTC home. We strive our focus on supporting residents living with dementia, recognizing the unique challenges they and their caregivers face. Dom Lipa Slovenian Linden Foundation engages all residents and their family members in opportunities to participate in insight on Advance Care Planning, Goals of Care Discussions, Decision making, Palliative Care and End-of-Life Care throughout the year, specifically during admission and annual care conferences.

Dom Lipa 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 healthcare teams to minimize emergency room visits and provide high-quality care within our home. On Site medical services include, but not limited to, Golden Care Dental, Express Eye Clinic, Spectrum Foot care, NPSTAT visits, SLT Diagnostic Imaging, LifeLabs (bloodwork), Public Health Toronto (outbreak management).

## **EQUITY AND INDIGENOUS HEALTH**

Dom Lipa is an ethnic-specific Long Term Care Home that caters to Slovenian residents and their families. We are fortunate to be able to communicate with our residents in their native Slovenian language, both written and orally. Keeping our Slovenian language and heritage at the forefront is essential to address the needs of this unique population. In order to incorporate the high rate of religious individuals at our facility, Dom Lipa offers mass and rosary service in our chapel for all residents to attend. The chapel is open 24 hours a day to take into consideration the various spiritual needs of residents. Dom Lipa is very fortunate to collaborate with our local Slovenian Catholic parish who offer religious services, including their priest and Sister/nun to our residents. We have found that communicating in Slovenian greatly benefits our residents living with dementia. We have experienced reduced responsive behaviors towards both residents and staff which results in creating a safer workplace and home for all.

Dom Lipa welcomes all ethnicities into our home. We strive to incorporate diverse ethnic backgrounds and traditions from the diverse group of individuals we have in our community. When we value diversity, we do not try to make all of us the same, instead we embrace the differences that make each of us unique. This is a concept that considers the many ways we are alike while respecting the way we are all different.

During holidays, several Slovenian community groups share their talents with our residents, including dance groups, choirs and other musical talents/groups.

We also understand that speaking any second language may delay dementia. Work will continue on incorporating and providing basic Slovenian language words/gestures/phrases to our staff as a resource in order to enhance their communication skills with residents. Dom Lipa is committed to providing a respectful,

accessible, and inclusive environment for all individuals including persons from Indigenous or other communities.

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 awareness, equitable treatment, and promoting a respectful workplace that reflects the diversity of our community. By integrating these initiatives into our daily practices, Dom Lipa remains committed to delivering compassionate, culturally responsive care that upholds the dignity and well-being of every resident.

### **PATIENT/CLIENT/RESIDENT EXPERIENCE**

Dom Lipa Slovenian Linden Foundation Home 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.

The Home complies with the Fixing Long-Term Care Act, 2021 through annual participation in the Alliance Resident and Family Satisfaction Survey, ensuring resident and family voices shape quality improvements. Guided by both Resident's and Family

Council, the survey is conducted, results tabulated and corresponding action plans created accordingly. At the end of each year, the Home participates in the Alliance Group Experience Survey, with results presented to the Resident's Council, as well as Family Council, when available. Based on findings, our Home implements numerous quality improvement initiatives that will improve the care that Residents receive. We remain committed to continuing on our journey towards continuous quality improvement. We have built a strong foundation with our highly functioning and engaged Resident and Family Council. Regular resident council meetings are held in our Home giving the opportunity for residents to have a voice in shaping and enhancing their quality of life. Our family council also meets regularly offsite, attend our quarterly QIP meetings, and are very active and motivated horticulture enthusiasts who improve and maintain our outdoor property (i.e., creating new flower and vegetable beds, providing additional seating areas, improving the walkways). During holidays, Resident council members decorate the outdoor grounds for all staff and residents to enjoy.

### **PROVIDER EXPERIENCE**

At Dom Lipa Slovenian Linden Foundation, 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 continue to create a positive, sustainable environment through career development opportunities as well as a self-care space for staff to utilize during breaks or before/after shifts (relaxation couches, wellness wall, and quiet areas both in and outdoors). These safe spaces allow staff to recharge and disconnect from work stress while on their breaks or

before/after shifts. Dom Lipa is 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 employee experience surveys, we actively listen to staff feedback to enhance workplace satisfaction.

We believe that appreciation fosters motivation, engagement, and a strong sense of community. We host meaningful social events such as Annual Staff Appreciation BBQ and recognition awards ceremony, festive pizza lunches, holiday parties and treats. More than just a workplace, Dom Lipa is a family—where staff and residents build meaningful connections, creating a warm and supportive environment.

To ensure our staff's mental and physical health is prioritized, Dom Lipa seeks assistance from Agency staff to cover shifts, ensuring that our staff does not experience burnout from staff shortages, as needed. Through our EAP (Employee Assistance Program), staff are able to access confidential and comprehensive assessment, short-term counselling, and referral service for employees and their family members who are experiencing personal or work-related problems that have a negative impact on work performance or personal life, all free of charge. We aim to enhance staff satisfaction and improve care quality for our residents.

The LEAP Humber program, officially known as the Learn and Earn Accelerated Program for PSW (personal support workers) in LTC is a collaboration between the Ontario government and Humber College. The training will focus on upskilling existing LTC staff to become PSWs. The program includes full time online coursework, followed by paid on-site clinical placement at the LTC home where participants already work. This initiative is part of the government's

commitment to ensure LTC resident receive an average of four hour of hands-on direct care each day. Dom Lipa has a successful candidate from housekeeping department and now completed her PSW Certification and now working as a PSW in our Home.

Dom Lipa has partnership with various local Colleges and supports their PSW students through clinical stipend placement initiative program.

A new PSW recruitment incentive program has been initiated with Dom Lipa as a PSW training program with a 12 month commitment of employment at a full-time schedule. Currently have 2 PSW on this program.

## **SAFETY**

Dom Lipa Slovenian Linden Foundation 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.

Dom Lipa continues to prioritize resident safety by implementing the following: provide online Annual Code White Refresher with staff; Utilizing and maintaining Falls Prevention safety equipment, enforcing Falls Prevention Training to staff, participating in our annual Mock Evacuation training with staff, residents and in collaboration with our local Fire Department; Ensuring that registered staff is always available for residents; ensuring that we are following the Fixing Longterm Care Home Act 2021 to ensure all the resident's safety is in place; training our staff in GPA to help staff better understand resident's responsive behaviors and how to approach it; enforcing IPAC policies for staff, residents, and families

and monthly fire drills are conducted, documented, debriefed to enhance staff readiness.

All Dom Lipa staff are assigned online educational session through the Surge Learning platform monthly to ensure continual professional development and provide the highest standards of care.

To further safeguard our residents, staff, and family members, we have implemented a robust infection prevention and control program (IPAC) in partnership with Toronto Public Health and Trillium Health Partners Hub and MOHLTC ensuring that we remain aligned with the latest public health standards, reinforcing resident safety and overall population health management. IPAC audits are ongoing and every 6 months is our onsite IPAC review with Trillium Health Partners Hub. Dom Lipa now has 14 IPAC staff Champions, from various departments, with trainings completed through the Hub. Regular scheduled education provided by Hub members to our staff.

Our Falls Prevention and Management Program is a cornerstone of our commitment to promoting a culture of safety and reducing falls 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. Staff receive training in fall prevention strategies through in-services and expert-led sessions provided by LifeMark Health, as well as continuous online 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.

We continue collaboration with Vipond Services Inc. for regular fire safety inspections, ensuring compliance and risk mitigation. In collaboration with the Heart and Stroke, all registered nursing staff will have the opportunity to refresh and renew their CPR certifications.

we are currently in the process of implementing a new medication ordering process with our assigned pharmacy, SilverFox, using Scriberly software for online ordering.

Ongoing offerings of immunizations for both residents and staff provided throughout the year (ie; flu vaccine, COVID vaccine, RSV vaccine, pneumonia vaccine, etc).

## **PALLIATIVE CARE**

Dom Lipa Slovenian Linden Foundation 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 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 truly resident centered care. We have established a comprehensive interdisciplinary team approach to palliative 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, support, and education. This approach aligns with the standards for family engagement in care. The key is ongoing and open communication with our family members (POAs/family/caregivers). Additionally, residents have access to specialized palliative care services, including consultations and external resources, if desired (i.e.; NPSTAT, Pain and Palliative Management Consultants, local priest to administer resident last rites before death), ensuring seamless integration with specialized care providers. 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 Dom Lipa Slovenian Linden Foundation, 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 ongoing collaboration with NPSTST program ensures timely access to specialized care, reducing unnecessary emergency room

visits and providing seamless transitions between long-term and acute care settings, if needed.

To further safeguard our residents, staff, and family members, we have implemented a robust infection prevention and control program (IPAC) in partnership with Toronto Public Health and Trillium Hub and MOHLTC ensuring 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 health wellbeing, we work closely with Behavioral Supports Ontario (BSO) and the Geriatric Mental Health Outreach Team (GMHOT) to provide specialized psychiatric evaluations and nonpharmacological interventions, fostering a supportive and holistic care environment.

As we are a Slovenian Ethnic Home, we promote and advocate for the Slovenian population and community. We are faced with more difficulties with prioritization of Slovenian residents with OHAH (Ontario health at home) but we keep advocating and promoting the importance of maintaining ethnic homes and their unique culture, which aligns with our motto "Rooted in Tradition - Caring for the Future." We continue advocating to Advantage, OLTCA, MOHLTC and OHAH about the importance to safeguard ethnic homes. As a result, we were selected to participate in Cultural Homes pilot program. Our mission, through Dom Lipa, is to provide a home-like environment to residents and to assist with their medical, social, cultural, recreational and spiritual interests.

We will continue to partner with stated 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

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Jolanta Linde, Administrator/Executive Director  
Anne Freer, Quality Committee Chair or delegate  
Zarah Claudio, Director of Care or delegate

### 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 13, 2026**

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**Maria McDonald**, Board Chair / Licensee or delegate

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**Jolanta Linde**, Administrator /Executive Director

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**Anne Freer**, Quality Committee Chair or delegate

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**Zarah Claudio**, Other leadership as appropriate

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