

Quality Improvement Plan (QIP)

Narrative for Health Care Organizations in Ontario

April 15, 2025

OVERVIEW

Tsiionkwanonhsote is committed to ensuring quality throughout the provision of care, in accordance to our culture.

Our Vision is to sustain our inherent rights, facing challenges together to build a strong and healthy culture.

Tsiionkwanonhsote continues to strive to provide quality care to our residents and their families. We are a 50-bed long-term care home licensed by MOHLTC and Accredited by Accreditation of Canada.

Our healthcare team recognizes and respects each resident and their right to individuality, quality care, safety, and privacy, while providing specialized health care.

We work with residents, and their families and develop working relationships with the community. Our main goal is to take pride in providing service to our elders and their loved ones.

ACCESS AND FLOW

We will provide quality care and equal access to quality care regardless of race, culture, diagnosis, severity of health condition or history.

Our policies and procedures, and provision of care has been established and are identical, regardless of the resident.

Long-term-care systems enable older people, who experience significant declines in capacity, to receive the care and support that allow them to live a life consistent with their basic rights and fundamental freedoms.

Our long term care home enables residents and Elders, who have experienced significant declines in capacity, to receive the care and support that allow them to live a life consistent with their dignity.

We work closely with our local hospitals and other long term care homes to ensure that there is a smooth transition for residents from one facility to another. With effective communication, we strive to ensure that we are capable of immediately providing quality resident care upon transfer to our home. We made adjustments to our processes and procedures if a gap in services is identified.

EQUITY AND INDIGENOUS HEALTH

We will continue to strengthen our quality care and working environment to honor Akwesasne culture, community traditions and uniqueness in the design and delivery of the continuum of coordinated high quality care.

Our care philosophy included the four key dimensions of equity-oriented health services. The provision of care at Tsiionkwanonhsote includes inequity-responsive care, culturally safe care, trauma and violence informed care and care tailored to the Mohawk culture.

We work closely with our Department of Health. Our multidisciplinary team consists of individuals who support our residents, staff and families through assessment, diagnosis, and treatment from both Native Traditional and mainstream clinical healing processes.

PATIENT/CLIENT/RESIDENT EXPERIENCE

Our Mission is to contribute to improving the quality of life of adults, Elders and families by delivering programs and services to sustain their health, social, cultural and life enrichment needs.

We work closely with our Resident Council by listening to their concerns. We consult with our residents on how to improve their experience at Tsiionkwanonhsote and incorporate their recommendations into our plans of care, our services provided and how to improve our various programs to meet with wants and needs.

PROVIDER EXPERIENCE

Tsiionkwanonhsote recognizes the strength of having a good working relationship with our providers. We pride ourselves on the establishment of our close ties with other community services.

We have worked closely with our own Mohawk Health Department and Wholistic Health in the past few years for support during the COVID-19 pandemic. They have been very supportive to the needs of our residents, staff and family members.

We have a very close working relationship with our Mohawk Elder Lodge, Iakhihsotha, to ensure the changing needs of our community are met through our two homes.

We work closely with the local hospitals and other long term care facilities. We have close working ties and receive ongoing support from Eastern Ontario Health Unit in Cornwall.

Tsiionkwanonhsote is very supportive of our community and provides Meals on Wheels to seniors in their homes in Kawehnoke.

However we have struggled with staffing in the past year. Staff have been working very diligently to ensure residents are well cared, even with our shortages. Burnout is common in health care, and our home is no exception. We have been working with several staffing agencies with limited success. We are hopeful that our recruitment and retention plan will assist to stabilize our workforce.

It is vital to provide a safe environment for residents while providing a stable work life balance for our hard working staff.

SAFETY

Tsiionkwanonhsote concentrates on resident and staff safety.

We have worked diligently to reduce the use of anti-psychotic medication for our residents, without a diagnosis of psychosis. This represents a joint effort involving our residents, family, staff, physicians, pharmacy, and the geriatric team.

We have also developed on a fall reduction initiative, while reducing the use of restraints. This initiative is the focus of our residents, family, staff, physicians, physiotherapist and occupational therapist and the restorative care team.

POPULATION HEALTH APPROACH

Our health approach is one which encourage residents and staff to help themselves.

By developing health driven policies and procedures, our health approach encourages resident, families and staff, to have good personal habits, and direct resident to the appropriate health services as required.

Our plan of care is developed around both Native Traditional and mainstream clinical processes. We encourage proactive services to promote health, prevent disease, and help people live well with their conditions in every interaction with the health system.

Tsiionkwanonhsote also supports a comprehensive palliative approach to care designed to relieve suffering and improve the quality of life for residents and their families. The approach provides residents and family with a holistic, resident-centered care. It emphasizes choices, quality of life and symptom control at end-of-life. Our approach supports residents, families and staff to cope with grief and loss.

CONTACT INFORMATION/DESIGNATED LEAD

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Evelyn Brunet RN, CFNHM
CQI lead

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 27, 2024

Vincent Lazore, Board Chair / Licensee or delegate

Vincent Lazore CFNHM, Administrator /Executive Director

Evelyn Brunet RN CFNHM, CQI lead, Quality Committee Chair or delegate

Sonja Sylvester DOC, Other leadership as appropriate
