



Osgoode Care Centre

ANNUAL QUALITY REPORT

2025

Prepared by:

Lindsay Passfield-Leu
VP Clinical Care and Quality
lwebber@osgoodecare.com
613-821-1034 ext 247



Executive Summary

The Osgoode Care Centre is home to 100 people, located in rural Ottawa. It is a not-for-profit stand-alone home, governed by a volunteer Board of Directors. The mission of the Osgoode Care Centre is to provide a long term care home of choice where residents can enjoy life fully. Our vision is to be a leader in rural eldercare, growing with the ever changing needs of our community to ensure our neighbours have choices close to home.

Our core values (**C.A.R.I.N.G.**) support our commitment to continually improving the quality care to our residents:

Commitment: expecting the best of ourselves and others

Accountability: accepting responsibility for everything we do

Resident-Driven: honouring the rights of residents to live their lives their way

Inspiring: leading by example and aspiring to be exceptional

Nurturing: being compassionate, patient, kind in our words and actions

Growing Together: working and learning together to succeed together.

Quality Improvement Projects and Priorities

Over this past year, the Osgoode Care Centre has embarked on several quality improvement journeys with the commitment to our core values.

Quality improvement projects are also developed based on:

(a) the priority indicators of the annual Health Quality Ontario Quality Improvement Plan (QIP),

(b) quality improvement opportunities that are offered through the Ministry of Long Term Care or other stakeholders and external partners,

(c) the Osgoode Care Centre's strategic directions and operational plan

(d) annual program evaluations and review of key performance indicators

(e) resident and family feedback, gathered through annual surveys and councils' feedback

(f) Quality, Risk and Safety Committee meetings


(g) preparation for our 2026 Accreditation Canada survey

Quality Improvement Achievements for 2025

In January 2025, the Osgoode Care Centre became part of Cohort 8 of the implementation of the Registered Nurses Association of Ontario (RNAO) Clinical Pathways.

The first three pathways that launched in July of 2025 included the Admission Assessment, Delirium Assessment and Resident and Family Centred Care assessment. These assessments are based on best practice guidelines, support a more comprehensive person-centred assessment of the residents physical, emotional and cognitive needs, ensures alignment with legislative and regulatory requirements for the mandatory clinical programs, inspection protocols and LTCF and is embedded with many efficiencies that streamline clinical documentation and care planning.


The next two clinical pathways to be implemented in May of 2026 are falls and pain. The application of the falls clinical pathway into practice will assist the home to identify current gaps in processes related to best practices, support a comprehensive fall prevention program with the goal of reducing the number of falls in the home and support us to meet our target of reducing the percentage of residents who fell in the 30 days leading up to their assessment as identified in our annual 2026-27 QIP.




In December 2025, the Osgoode Care Centre received a 1-year PoET certification, following its 4-week work during the Initiation Stream of the Provincial PoET Program. This program helps homes to meet their obligations related to consent, capacity and substitute decision making. This individualized approach to decision making has resulted in the reduction of avoidable ED visits. This also reinforces the obligation to respect and adhere to the resident's wishes, values and beliefs at end-of-life.




The Osgoode Care Centre is part of the PREVENT Trial, through the Geras Centre for Aging Research at McMaster University- a study aimed to reduce hip fractures in residents living in long term care. This project is also in line to support our goals of reduced the number of residents who fell 30 days leading up to their assessment, in addition to preventing transfers to Emergency Departments.






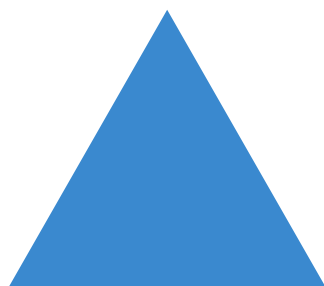
In March 2025, the Osgoode Care Centre had the opportunity to further enhance its palliative and end-of-life program through involvement in the Centre for Learning Research and Innovation (CLRI) Collaborative Project to Sustain a Palliative Approach to Care in LTC project. A self-questionnaire helped us to determine the needs of our home and where supports and coaching through the CLRI could be best applied. Our Palliative Lead and the VP Clinical Care and Quality lead this project.

Five goals were identified:


- 1) Provide education on Palliative care to 20 team members. Five palliative champions also received training.
 - 2) Provide education on Palliative Care to 10-20 family members. This occurred through a virtual Family Council meeting. Approximately 15 family members attended.
 - 3) Review our Palliative Care Policy to ensure it encompasses the entire palliative care and end-of-life trajectory.
 - 4) Develop an End-of-life survey for families to complete to provide team members with key principles of improvement (KPIs).
 - 5) Provide education on grief and loss to 20 team members and train 5 team members to support staff with the INPUTT model
- 



In 2025, our home created an EDI committee and surveyed staff to identify what gender they closely align with, country of origin and what languages staff speak. It was very interesting to discover how diverse our staff are. An Equity, Diversity and Inclusion policy was created in June 2025, reinforcing our commitment to providing an equitable and fair workplace to all members of our team.



Reducing the use of antipsychotic medications for those without a diagnosis of psychosis has been an ongoing quality improvement project. As part of the Health Excellence Canada Sparking Change program in 2025, our home has been able to reduce the inappropriate use of antipsychotic, implementing the best practices learned during this program. We had a 13% decrease in 2025, with the collaborative work of our BSO team, physicians, NP and pharmacist. We will continue to strive to meet the national target of 15% using learned QI methods with the goal of becoming certified through the Appropriate Use Coalition.



Our culture change journey

In 2017, the Osgoode Care Centre embarked on its culture change journey, adopting the Eden Alternative Approach - "an approach to care that supports the whole person, that upholds their right to a life full of purpose, connection, empowerment and possibility, regardless of age or changing abilities". The Eden Alternative is based on education and best practices that have been proven effective for over 30 years.

Its 10 Principles help to guide us in our journey moving from an institutional model of care to a more home-like social model of care - with the goal of addressing the three plagues of long term care: hopeless, helplessness and boredom.

In 2024, the Osgoode Care Centre became a Growth Member and is required to implement, at minimum, two best practice changes each year. We achieved Growth Member status again in 2025 and 2026.

The home now has two Certified Eden educators so we are now able to train more staff in-house to become Certified Eden Associates to help to foster change. Education is the antidote to fear and resistance often brought about with change. We currently have 24 Certified Eden Associates in our home. Our goal for 2027 is to become a Certified Eden home. The Eden Alternative Approach to Care will be the foundation in the redevelopment of our home in hopefully the near future

Resident and Family Well-Being Assessments

As per the Fixing Long Term Care Act 2021, the Osgoode Care each year administers a Resident and Family satisfaction survey. For 2025 and 2026, we administered the Eden Alternative Domains of Well-Being® Assessment tool (EAWBAT) for ElderRs and Family Members

As per the Eden Alternative model of culture change, there are 7

Domains of Well-Being: identity, connectedness, security, autonomy, meaning, growth and joy.

The EAWBAT for ElderRs consists of 26 statements to which the resident can agree or disagree. Having a choice of two responses is much easier for the resident as opposed to a 5 point likert scale.

The survey was administered to 22 residents

Overall, responses were very positive. Statements that were agreed to 100% included:

My room shows who I am,

I can come and go as I please,

My spiritual beliefs are respected here, My opinion counts,

Life here is generally good,

I am mostly content, and

I trust my caregivers.

Resident and Family Well-Being Assessments

Two statements that had a high disagree (<40%) include:
I feel a connection with many people here and
Staff visit me every day just to talk.

These two statements are reflective of the Connectedness domain of well-being. Principle #3 of the Ten Principles of the Eden Alternative states "We thrive when we have easy access to the companionship we desire. This is the antidote to loneliness." A quality improvement project for 2026 is to implement ways for our residents to develop better connections with others who also live in the home and to support ways for staff to have enhanced engagement with residents, beyond their care responsibilities.

The EAWBAT for Family Members was administered to the primary contact of residents in January 2026. The survey was sent through Cliniconnex, and we had a return rate of approximately 50%. This tool has 32 statements of which family members can choose a response of Strongly Agree, Agree, Neutral, Disagree or Strongly Disagree. The highest percentage of responses of positive responses were the following statements:
I have a say in my loved one's care,
My opinion about my loved one matters,
I can visit my loved one when I want,
I am able to express my own opinion without resentment from the staff,
I feel my loved one is safe here,
This home has a cheery atmosphere,
Our family traditions are respected here and
I have opportunities to be alone with my loved one.

Resident and Family Well-Being Assessments

The lowest response received was to the statement " I have made several friends here". This relates to the domain of Joy.

There is an opportunity for the home to support family members to engage more with each other and to support increased engagement with staff. We have been working with the Ontario Caregivers Organization in the development of our Essential Caregivers program and this will be ready to implement in September 2026

The results of the Resident and Family Well-being assessments were reviewed with our Resident Council and Family Council.

Final Words

The Osgoode Care Centre is committed to the continuous improvement of the care, service and well-being of those who live here through monitoring, collaboration, exploration, listening, and acting.

“ If it doesn’t challenge you, it doesn’t change you”.