

Quality Improvement Plan (QIP) for 2025/ 2026 tailored for **34-bed resident units** within **Suomi Koti Finnish Home**, emphasizing **culturally sensitive care, resident rights**, and the **integration of newly hired Internationally Educated Nurses (IENs)**, while aligning with the **Ministry Requirements Act 2021** and the **Long-Term Care (LTC) Fixing Act**:

1. Goals and Objectives

1.1 Resident-Centered Care

- Focus on individual care for the 34-bed unit, with personalized care plans that address each resident's unique needs, preferences, and cultural background.
- Promote autonomy, dignity, and respect in all daily interactions.
- Empower residents to be active participants in their care decisions, fostering a sense of community.

1.2 Cultural Sensitivity

- Ensure the care provided is respectful of Finnish-speaking residents' cultural values, traditions, and language needs.
- Provide ongoing training for all staff, including IEN nurses, on Finnish culture and language, enhancing their ability to communicate effectively with residents and families.
- Develop resident-specific cultural profiles, where each resident's cultural preferences are captured and respected in their care plans.

1.3 Rights-Based Care

- Uphold residents' rights as outlined in the **Long-Term Care Fixing Act**.
- Implement transparent processes for residents and families to voice concerns, file complaints, and provide feedback about care.
- Foster a culture of accountability and empowerment, ensuring that residents' legal and ethical rights are protected and respected.

1.4 Integration of Newly Hired IEN Nurses

- Develop a structured onboarding process to introduce IEN nurses to Suomi Koti's care philosophy, ensuring that they understand and align with resident-centered, culturally sensitive care practices.
- Offer mentorship opportunities with experienced staff members to provide guidance on culturally appropriate care delivery and integration into the team.
- Focus on professional development, language support, and cultural competency training.

2. Compliance with Legal and Regulatory Standards

2.1 Ministry Requirements Act 2021 Compliance

- Ensure all care practices are in full alignment with national regulations for LTC facilities, including quality of care standards, safety protocols, and legal rights of residents.
- Conduct regular audits to verify compliance with the **Ministry Requirements Act 2021** and ensure adherence to the **LTC Fixing Act**.

2.2 Residents' Rights and Ethical Care

- Ensure all residents and their families are educated about their rights under the Long-Term Care Fixing Act, through written documentation and regular informational sessions.
- Review care documentation periodically to ensure all resident rights are being respected, such as the right to privacy, choice, and dignity.
- Establish clear and accessible methods for residents and families to provide feedback and file complaints, ensuring their voices are heard and acted upon.

3. Action Plan and Timeline

3.1 QIP Objectives and Timeline

- **Q1 2025:**
 - **Policy Review:** Review and update care policies, emphasizing cultural sensitivity, residents' rights, and the integration of IEN nurses.
 - **Training Programs:** Launch staff training on the Long-Term Care Fixing Act, residents' rights, and cultural sensitivity, especially focused on Finnish culture and language.
 - **IEN Nurse Onboarding:** Develop and implement an orientation program specifically for IEN nurses, including language support and cultural competency modules.
- **Q2 2025:**
 - **Care Plans Review:** Audit the current 34-bed unit resident care plans to ensure they are personalized, culturally sensitive, and in compliance with legal standards.
 - **IEN Mentorship Program:** Pair IEN nurses with experienced team members for mentorship and regular evaluations of their integration into the team.
 - **Resident Feedback:** Begin the collection of resident satisfaction surveys, particularly focusing on their experience with culturally sensitive care.
- **Q3 2025:**
 - **Training Completion:** Ensure that all IEN nurses have completed foundational training on Finnish culture, residents' rights, and language skills.
 - **Ongoing Mentorship:** Continue the mentorship program and provide opportunities for IEN nurses to receive feedback and guidance on culturally appropriate care practices.
 - **Resident-Centered Care Review:** Review the 34-bed unit's resident care delivery to ensure that all practices are still aligned with resident preferences, cultural needs, and legal requirements.
- **Q4 2025:**
 - **Compliance Review:** Conduct an internal audit of compliance with the Ministry Requirements Act 2021 and LTC Fixing Act.

- **Progress Evaluation:** Review the integration process for IEN nurses and the cultural sensitivity of care, addressing any gaps in training or practice.
- **Final Feedback:** Conduct a final survey of residents and families to assess satisfaction with the care provided, with a focus on cultural respect, residents' rights, and communication.

3.2 Resident-Centered Care Focus

- **Personalized Care Plans:** Create a resident-specific care plan for each of the 34 residents, incorporating their cultural preferences, language needs, and personal preferences.
- **Cultural Profile for Each Resident:** Develop and maintain detailed profiles for each resident that document their cultural preferences, including food, language, and spiritual or religious practices.
- **Caregiver-Resident Connection:** Foster stronger connections between staff and residents through regular one-on-one interactions, which allow caregivers to understand their unique needs better.

3.3 Feedback Loops and Continuous Improvement

- **Regular Surveys:** Implement quarterly surveys to capture resident feedback on the quality of care, with particular attention to cultural sensitivity and resident rights.
- **Resident Care Audits:** Conduct regular audits of care plans and services provided, ensuring that staff are delivering services based on each resident's preferences and rights.
- **Performance Reviews for IEN Nurses:** Evaluate the integration progress of IEN nurses at regular intervals, including feedback from residents and their supervisors.

4. Key Performance Indicators (KPIs)

4.1 Resident Satisfaction

- Use resident satisfaction surveys to track cultural sensitivity and rights-based care.
- Measure satisfaction regarding communication with staff, respect for cultural traditions, and overall care quality.

4.2 Staff Integration & Retention

- Monitor IEN nurse retention rates and job satisfaction.
- Track the success of the mentorship program, evaluating its impact on IEN nurse integration and professional growth.

4.3 Compliance and Audits

- Audit results for adherence to the **Ministry Requirements Act 2021** and **LTC Fixing Act**.
- Measure the percentage of care practices meeting legal requirements and resident rights.

4.4 Education & Training Outcomes

- Track the percentage of staff, especially IEN nurses, who complete cultural sensitivity, residents' rights, and language training.
- Measure the effectiveness of the training program through post-training assessments and feedback.

5. Continuous Improvement Process

- **Regular Feedback:** Collect ongoing feedback from residents, families, and staff regarding care practices and cultural sensitivity. Address any areas for improvement immediately.
- **Quality Circles and Team Meetings:** Encourage regular team meetings and quality circles to discuss challenges, share best practices, and identify areas for improvement related to resident-centered care.
- **Program Revisions:** Regularly review and update the training and onboarding programs based on feedback from IEN nurses, residents, and staff.

This **Quality Improvement Plan** for the **34-bed unit** focuses on enhancing **resident-centered care**, ensuring compliance with **legal standards**, and supporting the integration of **newly hired IEN nurses**. By making cultural sensitivity and residents' rights central to the approach, this plan aims to create a more personalized, inclusive, and respectful care environment for all residents.