



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

DESIGNATED LEAD: Jefferdie Fiesta, Director of Quality & Innovation

QUALITY IMPROVEMENT PRIORITIES 2023-24:

- **Enjoyable Mealtimes** – putting some thoughtful designs in the dining room to enhance the resident dining experience
- **Improving Customer Service** - Introducing “CONNECT the Dots”, Schlegel Villages Customer Experience Training Program.
- **Enhancing indoor spaces for residents, family members and team members** – providing a more inviting indoor environment for residents, family members and team members.

PROCESS TO DETERMINE PRIORITY AREAS:

When determining priority areas, we reviewed Village performance against available benchmarks as it related to resident care (CIHI) and quality of life indicators. Survey results from our Resident Quality of Life, Family Quality of Life and Team Member Engagement Surveys were analyzed for opportunities of improvement. We also reviewed feedback provided during Residents’ Council and the Food Committee.

We sought feedback into priorities through our Councils and the Continuous Quality Improvement Committee.

PROCESS TO MONITOR AND MEASURE PROGRESS, IDENTIFY AND IMPLEMENT ADJUSTMENTS, AND COMMUNICATE OUTCOMES:

- We will monitor progress towards improving the dining experience, by reviewing feedback provided through Residents’ Council and the Food Committee.
- We will track the number of team members who complete the Customer Experience Training Program and review survey results from the interRAI Quality of Life Survey. Results will be shared at quarterly Quality Committee and PAC meetings and will also be shared at Family and Resident’s Council meetings.
- Impact of enhancing indoor spaces will be monitored through review of feedback from the residents and family surveys. Results will be shared in both committees.

RESIDENT & FAMILY/CAREGIVER EXPERIENCE SURVEYS:

Schlegel Villages measures resident and family/ caregiver experience using the interRAI Self-Reported Quality of Life Survey and the interRAI Family Survey on Quality of Life. The survey is made up of a number of statements, and participants are asked to respond with how frequently the statement is true for them – Never, Rarely, Sometimes, Most of the Time or Always. The validated surveys are used internationally and allow for benchmarking across organizations and countries.

Resident survey: Residents who are able, are given the opportunity to complete the survey annually, around the anniversary of their move-in date. Surveys are run year-round to help eliminate bias. New residents moving into the Village are ideally offered a survey twice in their first year; three months after moving in and then again around their anniversary.

Family survey: This relatively new survey was launched in late October 2022. Families/ caregivers were provided a copy of the survey and encouraged to return a paper copy, or complete online.

Survey results:

Survey results were shared with our Residents' Council and the CQI Committee in February 2023.

QUALITY IMPROVEMENT IN 2022-2023:

The following improvements were made in 2022;

- The Village implemented new staffing standards which included the introduction of new roles which will help improve resident quality of care and quality of life. Roles included, the Director of Quality & Innovation, an additional Neighbourhood Coordinator and personal support workers.
- We have increased recreation hours and hired new recreation team members to support meaningful engagement in the evening. Resident participation in leisure activities has increased.
- Erin Mills Lodge implemented a new skincare line to support overall skin health of our residents. This stemmed from a pilot project which supported education for our team and helped evaluate different product lines.
- Feedback was received from a family member regarding the accessible entrance. Due to the building structure and layout, the accessible entrance is located away from the main entrance. Visitors wanting to enter through the accessible entrance can now use the intercom and speak to the administrative personnel who will activate the accessible door to open once confirmed.