



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

DESIGNATED LEAD:

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QUALITY IMPROVEMENT PRIORITIES 2023-24:

Quality Improvement Plan: The focus areas of our Quality Improvement Plan for 2023 were determined based on our resident Inter RAI Quality of Life (QoL) surveys, CIHI indicators, and internal auditing:

- **“I can express my opinion without fear of consequences”** – Residents are encouraged to provide feedback and input into their care. Leadership will continue to ensure residents are made aware of their rights and that they feel comfortable being active partners in their own care. We are aiming to improve this indicator by providing education to Team Members on how to approach residents to provide care, as well as continued training on Schlegel Villages CONNECT The Dots customer service program, which focuses on providing an optimal customer experience for residents, family-members, and everyone who steps foot in the Village.
- **“Staff know the story of my life”** – Based on residents’ response to this question on the InterRAI QoL Survey, the Village decided to make improving this response a focus of our 2023/24 Quality Improvement Plan (QIP). A cornerstone of this initiative is the adoption of Schlegel Villages’ Living In My Today (LIMT) program. This is a comprehensive, resident-centred dementia care program that places a resident’s life story at the centre of their care. Biographical data is voluntarily shared with the Village (either upon admission or later) and recorded on a My Experience (ME) form. The ME forms are made available on the neighbourhood and team members are encouraged to read them. The Village will also implement “Top 10” boards, a LIMT program that involves image boards being developed with the cooperation of the resident and/or their family. These provide visual representations of things from the residents’ life or that hold meaning for them or that they are interested in; the goal of this initiative is to encourage team members to have conversations with residents and establish meaningful relationships outside of the basic provision of care.
- **Reducing the use of antipsychotics without diagnosis of psychosis** – As per organizational and provincial priorities, the Village chose to focus on decreasing the use of antipsychotics for residents without a diagnosis of psychosis. All antipsychotic use will be tracked to provide a snapshot of usage at the Village. Our Personal Expressions Resource Team (PERT) lead will review data monthly and determine residents that are appropriate candidates for tapering; our PERT lead will also complete referrals to the Geriatric Mental Health Outreach Team (GMHOT) for appropriate cases to provide additional review and guidance on tapering antipsychotics and non-pharmacological interventions.

Additional priorities identified:

- **Improving Team Member engagement through survey action plan** – an organization-wide survey was conducted in fall 2022 to solicit feedback on Team Member’s engagement, satisfaction, and overall well-being at the Village. Based on the results received at Fairview, we will implement interventions in three main areas:

- Well-Being: We are promoting utilization of Homewood Health, a suite of wellness services available through our employee benefits; we are also seeking to provide therapeutic supports for team members and dedicated area of the Village for relaxation on breaks.
 - Communication: An upgraded public address and phone system was installed in January 2023; Town Hall meetings for all team members have been restarted monthly and leadership is working on restarting the Conversation Café program, which provides a space for all Village stakeholders to have informal discussions; departments have created a central memo binder for Team Members to review memos they may have missed.
 - Provision and coordination of supplies: Additional funding has been allocated from the MOHLTC to the purchasing of back-up supplies and equipment across all departments, in addition to the home's existing supplies in the storage sheds; leadership has implemented communication of inventory status to other shifts and improved labelling of storage areas.
- **PSW MedCert Pilot Program**: Fairview is implementing a pilot program to certify select PSWs on medication administration. As per recent amendments to Ontario Regulation 246/22, these changes enable personal support workers working in long-term care who have received training to administer drugs to residents under specific conditions and limitations. Fairview is a pilot site for Schlegel Villages and will help to develop appropriate adoption of policies and procedure guidelines, in accordance with regulations and our pharmacy partners, to allow PSW to administer non-critical or high-risk medications to residents at our village. The long-term goals of this program will aim to enable our registered nurses to explore the full scope of their role through additional time contributing to care planning and existing assessments.
 - **Advertising to family members their right to form a council** - After several years of inactivity and the effects of the COVID-19 pandemic, Fairview is seeking to facilitate and encourage the formation of a Family Council. Drop-in sessions have been arranged and communicated to families, and we are exploring all options to support and encourage family members and make them aware of their right to form council.

PROCESS TO DETERMINE PRIORITY AREAS:

Priority areas were determined through analysis of Village trends, discussions by leadership, and review of the resident InterRAI Quality of Life Survey conducted annually with residents. Our Continuous Quality Improvement Committee, formed late last year, reviewed and approved its Terms of Reference. The Committee has approved the items in this report and will provide additional review and amendment as necessary.

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

Fairview's Director of Quality or Quality Lead will brief Village leadership on the status of QI initiatives on a regular basis, and in turn will solicit suggestions from the Continuous Quality Improvement Committee. Progress will be measured through publicly reported data, resident QoL surveys, and internal tracking data updated by the Village care team.

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 capable of completing the survey 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.

Quality of Life results were reviewed by leadership in February 2023, and provided to families via letter and memo shortly after. Scores were posted on the Village Main Street for Team Members to review. Results were shared with residents by our Resident Support Coordinator in March 2023.

QUALITY IMPROVEMENT IN 2022-2023:

Our CQI Initiative report for 2022-2023 was informed by our 2021 QoL survey results, publicly reported CIHI data, and internal tracking and trending. The report was focused on five areas:

- **Resident Centred Living:** Due to decreased outcomes in the QoL domains of Activities, Personal Relationships and Staff-Resident Bonding, Fairview sought to refocus on a holistic approach to Village life through increased opportunities for social interaction and engagement. A cornerstone of this was 2022's "Summer of Awesomeness", which provided a variety of activities focused on resident socialization with each other and the team to improve relationships and bonding. Our 2022 QoL surveys showed broad increases across multiple categories related to relationships and bonding. We will be once again implementing the Summer of Awesomeness in 2023.
- **Improved use of clinical software:** An organizational review of outcomes and processes identified opportunities for enhancements in our medication safety technology. Our clinical tools were enhanced to improve workflow for our nursing teams, and a robust auditing process was adopted for medication errors to reduce risk. TaperMD was utilized in partnership with the pharmacy provider to streamline tapering/titration of medication.
- **Introducing Living In My Today:** The priority to implement Supportive Approaches to Care was established due to Fairview's unique population, predominantly supporting residents with dual diagnoses and underlying mental health conditions. The LIMT program was identified as a natural support to build internal capacity of our team members to continue supporting our residents to the best of our ability. We rolled out stage one of the program on King neighbourhood and are continuing this year with Dundas.
- **Capital projects:** Various projects were undertaken throughout the year to improve the environment and overall resident experience, including: electrical upgrades and backup batteries, installation of new tubs, blackout curtains, locker upgrades, and a new storage shed.
- **Focus on Exercise Programming:** The Village focused on increasing opportunities for residents to participate in exercise programming through the Program for Active Living, which is designed to improve resident mobility and independence.