



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

DESIGNATED LEAD: Tracy King, Director of Quality & Innovation

QUALITY IMPROVEMENT PRIORITIES 2023-24:

Our quality improvement priorities identified through our Quality Improvement Plan include:

- Improving the resident experience by offering recreational programs that encourage opportunities for like minded residents to connect and form authentic relationships.
- Improving our skin and wound program to reduce incidence of new and worsened pressure injuries.
- Reducing potentially avoidable hospital transfers
- Reducing the number of residents receiving antipsychotic medications

Additional areas of focus include:

- Strengthening our pain and palliative care programs to enhance comfort of our residents.
- Improving the team member experience through retention and growth. We are implementing full day onboarding for new hires to support retention of our team members. We are growing our student placement programs to support RPN bridging program with Western University.

PROCESS TO DETERMINE PRIORITY AREAS:

When determining our priority areas, we reviewed Village performance against available benchmarks as it related to resident care and quality of life indicators. Reports reviewed included quality indicators available through CIHI as well as hospital transfer data. We also reviewed any identified gaps through our internal audit process. Survey results from our Resident Quality of Life, Family Quality of Life and Team Member Engagement Surveys were also analyzed for opportunities of improvement. When identifying our priorities, we also considered alignment with organizational and provincial priorities.

We sought feedback into priorities through our Councils and the Continuous Quality Improvement Committee. When reviewing our resident experience indicator for our QIP, residents voiced their wish to focus on having opportunities to spend time with other like-minded individuals.

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

- We will measure progress on our resident experience priority by reviewing the number of programs offered on our monthly calendars. Attendance and engagement will be tracked through Activity Pro. We will also monitor progress on the "I have the opportunity to spend time with like minded individuals" statement within the quality of life survey report.
- We will track and trend wounds through our clinical software to identify improvements. We will also review quarterly CIHI wound indicator results for improvements.
- We will review pain indicators through CIHI to evaluate outcomes. We are also restarting our pain and palliative care committee to ensure meetings are occurring and attendance grows.

- Wounds, pain, palliative care will be monitored, reviewed, and discussed at monthly risk management, Quality meeting and PAC meeting.
- For team member engagement, we will monitor results on our engagement surveys to identify how improvements implemented were received by the team. We will also monitor our retention rates.
- Follow up interviews will be held with RPN students and our team members to get feedback on their experience, following our first bridging placement
- ED transfers are reviewed monthly at Quality Improvement/Risk Assessment meeting

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 several 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:*
The Director of Quality & Innovation met with Family Council on April 17/23 and Residents Council on May 24/23 to review QoL Survey results from 2022 and acquire feedback about results. Village families were also emailed a copy of our QoL results when we received them.
Residents' Council chose the QoL indicator for this year's QIP based on results from last year's QoL survey.

QUALITY IMPROVEMENT IN 2022-2023:

- Additional recreation hours were implemented to ensure we were able to offer evening and weekend programming 7 days a week. This has helped to support overall engagement of our residents.
- We implemented several new roles in 2022, including the Director of Quality & Innovation, Resident Support Coordinator and Director of the Program for Active Living. We have dedicated roles for the Infection Prevention and Control lead and PERT lead. There was also an increase in the number of PSWs per neighbourhood as a result of the new funding.
- We hired a Nurse Practitioner in 2023.
- Transitioned the Community Centre to ensure it was welcoming and available for resident use.