



## CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

### *DESIGNATED LEAD:*

Daniel Bedard, Director of Quality & Innovation

### *QUALITY IMPROVEMENT PRIORITIES 2023-24:*

- **“Enjoyable things to do in the evening”:** Based on our residents’ response to this question on the InterRAI Quality of Life (QoL) Survey, the Village decided to make improving this response a focus of our 2023/24 Quality Improvement Plan (QIP). We have hired additional activity aides to facilitate evening programming and are currently offering activities three nights weekly. We will be conducting an informal survey with residents over Q3 and Q4 of 2023 to determine the overall effectiveness of these efforts, in addition to our InterRAI QoL surveys completed throughout the year.
- **Avoiding unnecessary emergency department (ED) transfers:** After reviewing internal data and in alignment with organization and provincial priorities, the Village has chosen to focus on decreasing unnecessary emergency department transfers in 2023-24. We hope to accomplish this through various means: special emphasis on providing accurate and pertinent information with an SBAR (Situation, Background, Assessment, Recommendation) tool for nurses to use when contacting the attending physician to determine whether to transfer; providing in-service education to Team Members on the importance of not normalizing signs or symptoms that may indicate treatable conditions that can lead to transfer; and follow-up huddles after an avoidable transfer takes place to identify interventions that may have been used in place of transfer.
- **Reducing antipsychotic use without diagnosis of psychosis:** The Village has chosen 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 Response Team (PERT) lead will review data monthly and determine residents that are appropriate candidates for tapering; our PERT lead will also provide in-service education to the care team on non-pharmacological interventions for residents experiencing personal expressions.
- **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. Based on the results received at Maynard, 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 benefits; bringing in CAST Canada to offer guided wellness sessions for Team Members; and organizing fitness challenges with prizes to encourage healthy and active lifestyles.
  - **Communication:** We will be sharing our team meeting agendas ahead of time for Team Members unable to attend; we are also planning a trial of the Voyce translation system to assist Team Members in providing care to residents speaking a different language.
  - **Education:** Leadership will provide performance audits and reviews; additional educational material on aspects of mandatory training and education will be posted in breakrooms and elsewhere; and will continue to solicit feedback from Team Members on what areas they would like more education and support.

- **Advertising to family members their right to form a council:** After several years of inactivity due to Covid, Maynard Family Council has reformed and is gaining momentum this year, with regular meetings once again occurring. The Village invited family members for two sessions at the outset of the year to inform them of their right to form council, determine its scope, membership, and terms of practice, and provide the space to do so. Council elected Maynard's Resident Support Coordinator to be council assistant and participate with minute-taking and administrative duties. Village leadership looks forward to the Council's suggestions and participation in quality improvement at Maynard.

#### *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 assessment conducted annually with residents able to complete the survey. Our Continuous Quality Improvement Committee, formed late last year, reviewed and approved its Terms of Reference. The Committee will meet 4 times in Q3 and Q4 of 2023 to review and monitor progress on initiatives contained in this report and our Quality Improvement Plan.

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

Maynard's Director of Quality and Innovation will brief Village leadership on the status of quality improvement 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 various statements relating to the quality of care and service provided, 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.

Results of our 2022 InterRAI Quality of Life survey were shared with Resident Council, mailed out to family members, and made available in the Village business office in March 2023. Results were shared once again in June 2023 with family and the newly formed Family Council in order to ensure new family members have the opportunity to review the results and anticipate this year's surveys. Results were posted in the Village for Team Members to access.

## *QUALITY IMPROVEMENT IN 2022-2023:*

In 2022, we made a number of improvements based on resident feedback and suggestions from Residents' Council. Results from our 2021 QoL surveys were shared with Residents' Council on March 22, 2022. Resident feedback was to focus on "Enjoyable Mealtimes", "Variety in Meals" and "This place feels like home". Suggestions and corresponding response included:

- **More culturally diverse foods:** The Village continued to offer a variety of cultural foods in addition to the regular rotating menu, as well as special meals and events.
- **Restarting the Breakfast Club:** At residents' request, our Breakfast Club program began again once public health restrictions on communal dining were lifted in early 2022.
- **Return of priests and Catholic Mass:** Catholic mass services returned to the Village in August 2022, and Evangelical service is offered twice monthly as of December 2022.
- **Tubs and tub lifts:** The Village purchased new tubs and lifts, installed in May 2023.
- **Resumption of Horticultural Club:** Horticultural club has resumed as of spring 2023

Improvements related to our priorities listed on our 2022-23 CQI Initiative report included the following:

- Performance on our quality indicator 'percentage of residents who have a stage 2 to 4 pressure injury' improved from 8.5% to 6.8% from Q1 to Q4 2022.
- Education was provided to team members on promoting flexibility, independence, and accessibility at mealtimes. Resident preferences were noted in discussions with the Resident Council and Food Committee meetings and taken into account when offering alternate menu options. While the response to "Enjoy mealtimes" dropped in 2022 vs 2021 (82.6% vs 75%), we remained slightly higher than the international median and that of our organization.
- The Village activities program has monitored and tracked social engagement through ActivityPro. The volunteer program and evening activities have both contributed to these efforts. The results of our 2022 QoL survey indicate some success, with improvements across multiple relevant indicators. We will continue the above efforts and determine their ongoing effectiveness through a review of our 2023 Quality of Life surveys once the results are compiled.

New support roles have been added by the organization, including:

- Director of Quality & Innovation, a full-time role to guide and support quality improvement initiatives in the Village and ensure compliance with legislative and accreditation standards
- Full-time floating Registered Nurses to provide additional clinical and administrative support to our care team and improve the care and quality of life of residents