



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

DESIGNATED LEAD: Kristen Beaudoin, Director of Quality & Innovation

QUALITY IMPROVEMENT PRIORITIES 2023-24:

- **Emergency Department Transfers:** The Village aims to further reduce potentially avoidable ED transfers and remain below the Provincial average.
- **Resident Experience:** The Village is working to improve the Quality of Life Survey response to “Staff pay attention to me”.
- **Wound Care:** The Village aims to meet the Provincial average by reducing pressure injuries that are developed internally and prevent wounds that are developed internally or externally from worsening.
- **Antipsychotic Medication Use:** The Village aims to be below the Provincial average by reviewing all residents that use antipsychotic medications.
- **Worsening Pain:** The Village will continue to identify a resident’s worsened pain score and understand the cause of pain.
- **ME Forms:** The Village will continue to work on the “My Experience” (ME) forms through Living in My Today Supportive Approaches to Care. This supports our team members to know our residents and provide resident centered care and activities based on individual needs and preferences.

PROCESS TO DETERMINE PRIORITY AREAS:

Village performance was compared against benchmarks available for clinical indicators and our resident engagement survey. Village and organizational priorities were considered as our leadership team reviewed CIHI data from the quarter ending in September 2022 and results from our 2022 Quality of Life survey. The Leadership team developed our clinical outcome priorities. Our residents were consulted on the resident experience priority. These were then shared, alongside results, with the Residents’ Council and the Quality Committee; both approved priorities.

- **ED Transfers:** Performance at the end of September 2022 was 13.3% and the Village aims to further improve and remain below the provincial average.
- **Resident Experience:** Residents identified an opportunity of improvement related to the survey question, “Staff pay attention to me”.
- **Wound Care:** CIHI data for the period ending September 2022 was at 4.7% and the provincial average was 3.4%. The Village has an Enterostomal (ET) nurse that visits monthly and a Nurse Practitioner on site that assists with best practice in wound care.
- **Antipsychotic Medication Use:** Performance at the end of the reporting period was 24% and the provincial average, 21.2%.
- **Worsening Pain:** Village performance at the end of the reporting period was 8.2% and the provincial average, 9.0%. The Village works with the Behavioural Supports Ontario program and a Pain Specialist to resolve worsening pain in residents.
- **ME Forms:** Living in My Today (LIMT) is a signature program within Schlegel Villages and a part of our strategic plan to enhance the quality of life for our residents. My Experience “ME” forms are an element of the Supportive Approaches to Care Module in the LIMT program and will support quality of life and resident centered care.

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

- Emergency Department (ED) Transfers: Hospital transfers will be tracked and reviewed monthly. The Nurse Practitioner will provide education and follow up on common diagnoses related to potentially avoidable transfers for the registered team. Quality Committee meetings will be held quarterly to review and discuss data and progress.
- “Staff pay attention to me” will be monitored through the annual Quality of Life survey results. Neighbourhood team members will have access to Activity Pro to document time spent with residents and will be reviewed at the Quality Committee meetings.
- Wound Care: The Wound Care Lead will monitor the number of wounds in the Village monthly using wound tracker within our electronic medical record and make referrals as needed. CIHI data will also be reviewed as it becomes available. Quality Committee meetings will be held quarterly to review and discuss data and progress.
- Antipsychotic Medication Use: All residents using antipsychotic medication will be reviewed by the ADNC and NP and discussed for possible decrease/discontinuation of medication. CIHI data will also be reviewed as it becomes available. Quality Committee meetings will be held quarterly to review and discuss data and progress.
- Worsening Pain: The ADNC will review coding for pain and audit the use of PRN pain medication use. Pain Specialist will be utilized as needed.

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:

The Village received quality of life survey results in the first quarter of 2023. Reports were communicated to Councils in March and April of this year. Results were also shared with our Quality Committee in January.

QUALITY IMPROVEMENT IN 2022-2023:

We experienced and implemented a number of improvements this past year.

- Quality of Life survey results for “Enjoyable things to do here on the weekends” increased from 19.1% in 2021 to 30.9% in 2022.
- Wound Care: changes to the skin and wound policy were implemented. ET nurse started visiting the Village on a monthly basis.
- Worsened Pain: Performance improved from 13.1% in 2021 to 8.2% in 2022.
- We implemented new staffing standards and introduced a number of new roles which support improved quality of care and quality of life for our residents. Roles included the Director of Quality & Innovation, Resident Support Coordinator, ADNC-IPAC lead, additional recreation team members and personal support workers.

Our quality improvement plan was reviewed with Residents' Council on March 21, 2023 and Family Council on April 12, 2023. Performance and improvements are reviewed during quarterly continuous quality improvement meetings.