



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2024-25

DESIGNATED LEAD: Kristen Beaudoin, Director of Quality & Innovation

QUALITY IMPROVEMENT PRIORITIES 2024-25:

- **Emergency Department Transfers:** The Village aims to reduce potentially avoidable ED transfers and move closer to the Provincial and Organizational averages.
- **Wound Care:** The Village aims to move closer to 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 move closer to the Provincial average by reviewing all residents that use antipsychotic medications for potential to decrease/discontinue and provide education on antipsychotic usage to the Village team.
- **Worsening Pain:** The Village will continue to identify a resident's worsened pain score and understand the cause of pain.
- **Resident Experience:** The Village is working to improve the Quality of Life Survey response to "Staff pay attention to me".
- **Resident Experience:** The Village is working to improve the Quality of Life Survey response to "Staff take the time to have a friendly conversation with me".

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 2023 and results from our 2023 Quality of Life survey. The priorities chosen are based on the recommendations of the home's continuous quality improvement committee. Both Resident's Council and Family Council reviewed the priorities and were given the opportunity to provide feedback.

- **ED Transfers:** Performance at the end of September 2023 was 28.33% and this is above both provincial and organizational averages, the Village aims to move closer to the provincial and LHIN averages.
- **Wound Care:** CIHI data for the period ending September 2023 was at 5.7% and the provincial average was 3.4%. The Village has an Enterostomal (ET) nurse who 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 27.9% and the provincial average, 20.6%.
- **Worsening Pain:** Village performance at the end of the reporting period was 10.5% and the provincial average, 9.3%. The Village works with the Behavioural Supports Ontario program and a Pain Specialist to resolve worsening pain in residents.
- **Resident Experience:** Residents identified an opportunity to continue the improvement related to the Quality of Life survey question, "Staff pay attention to me". Performance at the end of 2023 was 59.5%. Performance for "Staff take the time to have a friendly conversation with me" was 39.6% in 2023.

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 (NP) when available will be notified of residents decline prior to sending to the hospital. The NP involve the registered team during assessment of residents for education in the moment. Quality Committee meetings will be held quarterly to review and discuss data and progress.
- 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: Residents moving into the Village with an antipsychotic medication will be reviewed/tracked for decrease and/or discontinuation. Education will be provided to the neighbourhood teams on antipsychotic medication use. 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 audit the use of PRN pain medication use. Pain Specialist will be utilized as needed. CIHI data will also be reviewed as it becomes available. Progress is discussed at our quarterly Pain & Palliative meetings. Quality Committee meetings will be held quarterly to review and discuss data and progress.
- “Staff pay attention to me” and “Staff take the time for a friendly conversation with 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.

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.

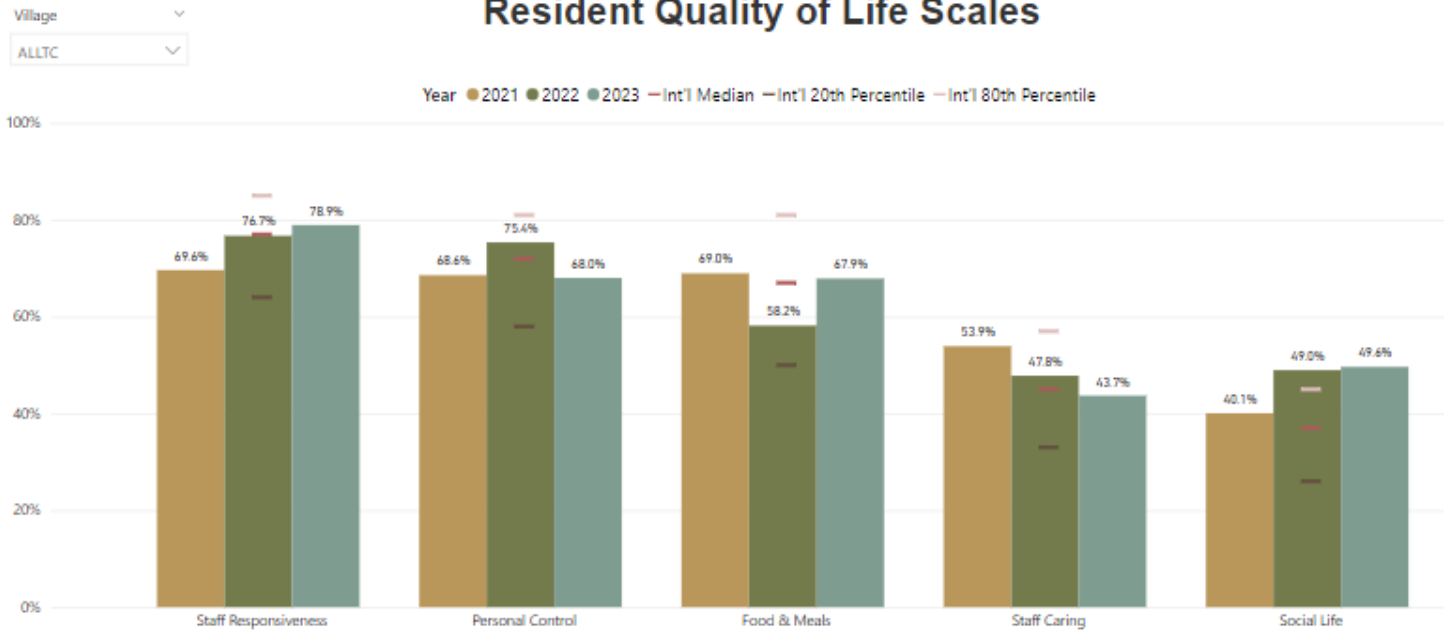
Resident survey: Residents who are able, are given the opportunity to complete the survey annually, around the anniversary of their move-in date. Surveys are run year-round (January to December) to help eliminate bias. New residents moving into the Village are ideally offered a survey twice in their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

Family survey: The survey was distributed in early November 2023 and survey closed December 31, 2023. The survey was sent to each family member via email, we also put out a paper copy at the front entrance for families that preferred to complete the survey that way. Family survey results were shared at the Quality Committee meeting on April 10th of this year.

Results of the surveys:

Residents: The interRAI Self-Reported Quality of Life Survey is designed to capture residents’ perspectives of life within long-term care. This survey is recognized globally and helps us compare our performance over time and against others. In the survey, residents answer questions about how often certain statements are true for them. InterRAI has created 5 scales, aggregating correlated statements. A snapshot of the report is included below, along with a brief overview. International benchmarks are from 2018. As a Village, 111 residents contributed to the survey process in 2023, this is up from 55 in 2022. We were within the international benchmarks for 4 of the scales, making improvements on staff responsiveness as well as food and meals. We experienced slight declines but are near median for personal control and caring staff. We are in the top 20th percentile when it comes to social life.

Resident Quality of Life Scales



Staff Responsiveness Scale (8 items; max score 24): This scale assesses how residents perceive the responsiveness of our teams, covering aspects like getting help, receiving needed services, and being treated with respect. In 2023, 93% of our residents responded positively to the care and support received help them live their lives the way they want. 96% felt they receive the health services they need. 89% feel they are treated with respect and 90% feel the team respect their likes and dislikes. 77% of residents feel the team responds quickly when they ask for assistance, up from 69%. An opportunity for improvement is “staff pay attention to me” positive responses were 60% and organizational average is 76%.

Personal Control Scale (8 items; max score 24): This scale measures how much control residents have over their daily activities, including going outdoors, choosing activities, and deciding on personal matters. In 2023, we scored high and made improvements from 2022 on daily decisions such as “I can control who comes into my room” (91% up from 84%), how to spend my time (95% up from 90%), when to go to bed (91% up from 87%), and when they can be alone (98% up from 89%). Opportunities are with “I can go where I want on the spur of the moment” (22% down from 49%), and “I can easily go outdoors” (38% down from 49%).

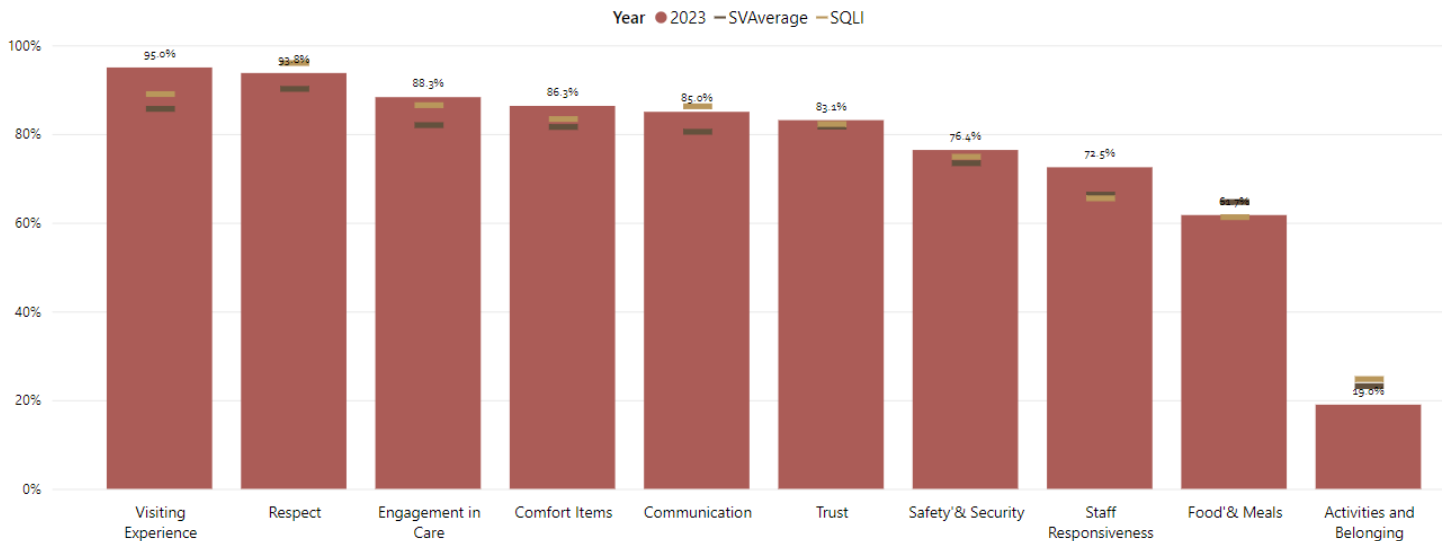
Social Engagement/Life Scale (10 items; max score 30): This scale evaluates residents' social interactions and engagement, looking at aspects like participating in activities, making friends, and experiencing meaningful connections. In 2023, we met or exceeded the international median for the majority of questions related social life. Highlights are that 87% of residents have the opportunity to explore new skills and interests (compared to 36% organizationally). 77% of residents participate in meaningful activities, and 74% have opportunities to spend time with other like-minded residents. Opportunities for improvement are enjoyable things on weekends (17% down from 31%) and people asking for their help of advice (6% down from 16%).

Food Scale (3 items; max score 9): This scale gauges residents' satisfaction with food, including their favorite meals, meal variety, and enjoyment during mealtimes. In 2023, we maintained averages for enjoyable mealtimes and variety in meals. We made an improvement in favourite foods as we increased from 49% to 57%.

Caring Staff Scale (5 items; max score 15): This scale focuses on residents' perceptions of the team's friendliness, communication, and responsiveness to their needs. In 2023, our biggest success related to available benchmarks was team members knowing the resident’s story, 50% of resident responded positively compared to 33% organizationally. Opportunities include considering a team member a friend (34% down from 55%) and team members asking how resident’s needs can be met (26% down from 42%).

Family: The interRAI Family Survey on Quality of Life was developed to measure family members' experiences and perspectives. Families are asked 25 questions, 12 are core items which are similar with the resident survey, and 13 are unique to the family experience. Similar to residents, families are asked how often the statements are true. Positive response rates are "most of the time" and "always". Results are summarized by domain. As a village, we received 42 responses in 2023. We perform well in the majority of domains and are at or above available benchmarks. Opportunities exist within the activities and belonging, as well as food and meals domains.

Family Survey Domains



How the results were shared:

The Village received quality of life survey results in the first quarter of 2024. Reports were communicated to Resident Council on February 6th and May 2nd and Family Council on February 5th of this year. Huddles were held with team members in August of 2023 to discuss the results of the survey. Results were also shared with our Quality Council Committee on January 24th, 2024. The Family survey results were shared at Residents Council on May 2nd and with our Quality Council Committee on April 10th of this year. Results were shared and feedback was sought from each committee.

QUALITY IMPROVEMENT IN 2023-2024:

Improvements based on results of QoL survey from 2023:

In 2023 we focused on the QoL indicator "Staff pay attention to me". The Neighbourhood team members were given access to Activity Pro to document time spent with residents. The positive responses to this indicator slightly increased last year. When reviewed at Residents Council in February it was decided to continue working on this indicator through 2024.

In June 2023 we received feedback from the Residents food committee requesting more fresh food items instead of frozen and the menus were modified to reflect these requests in July 2023. This may have impacted the increase in positive responses to "I get my favourite meals here" and enjoy mealtimes".

Other improvements made in 2023:

At the end of August of 2023, we piloted Dr. Al Powers Well Being approach on our secured neighbourhood. The goal of this program is to minimize personal expressions and decrease the use of antipsychotic medication use through a proactive approach using the 7 domains of well being. These domains include: Identity, Connectedness, Meaning,

Autonomy, Security, Growth and Joy. Since we have had much success with this project, we had Dr. Al Powers back to provide education to many other team members in the Village on January 10, 2024. In February 2024 we rolled out the Well Being approach on our Walkerville and Riverside neighbourhoods, on May 30, 2024 we rolled out to the LaSalle neighbourhood and on June 5, 2024 our Sandwich Towne neighbourhood.

From April to October of 2023 the Village had success with discontinuing 17 scheduled antipsychotics, 17 PRN antipsychotics and reducing 4 antipsychotics. This was discussed in our Quality Council Committee on October 25th, 2023.