



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

DESIGNATED LEAD: Michelle Uprichard, General Manager

QUALITY IMPROVEMENT PRIORITIES 2023-24:

Improving wound care

- Increase team members' awareness and confidence in assessment, implementing interventions that can be initiated upon identifying a wound and understanding factors that contribute to skin breakdown
- Increase auditing on Residents who have stage 2-4 pressure injuries to identify opportunities for improvement.
- Review wound data for trends

Building relationships with Residents

- Use the My Experience (ME) Forms to share residents' life story with team members
- Use the Residents Top 10 frames to obtain and display information to share with care partners.
- Care conference discussion to include the question, "if there was one thing you want people to know about you, what would it be?"

Reduction in antipsychotic use

- Identify all residents receiving antipsychotics.
- Education for all Team Members
- Target residents receiving antipsychotics who are eligible for reduction.

We will strive to decrease the number of antipsychotic medications given to residents without a diagnosis of psychosis. We will offer additional education to Team Members regarding non-pharmacological approaches, as well as the uses and implications of those medications. We will focus on new and recent admissions to identify possible medication changes and timeframes specific to the resident.

PROCESS TO DETERMINE PRIORITY AREAS:

When determining priority areas for quality improvement, we reviewed our performance related to quality of care using CIHI-35 data, and resident experience using quality of life survey results. Performance was compared to benchmarks to identify areas of opportunity. Key areas were presented to Resident Council and the Continuous Quality Improvement Committee to seek their feedback and advice.

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

Wounds

- CIHI statistics to be reviewed at quarterly Pharmacy and Therapeutics and Quality Improvement Meetings. Wounds to be review at Registered Team Meeting and Wound Care Committee meetings.

Resident and Team Member Relationships

- Quality of Life Survey results will be reviewed with focus on the question, “Team members knows the story of my life”
- The number of Resident My Experience Forms completed will be reviewed.

Antipsychotics

- Medication usage and CIHI results to be reviewed at quarterly Pharmacy and Therapeutics and Quality Improvement Meetings.
- Team Member participation in education will be monitored

RESIDENT & FAMILY/CAREGIVER EXPERIENCE SURVEYS:

Schlegel Villages measures resident experience using the interRAI Self-Reported Quality of Life Survey. 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: The Village distributed a Family/Resident satisfaction survey at annual care conferences to capture overall satisfaction with services provided in 2022.

Survey results:

Results from the 2022 Family/Resident noted no significant trends, the overall results were positive. Results of the survey will be shared in July 2023 with Resident and Family Councils, as well as with Team Members and the Continuous Quality Improvement Committee, September 2023.

QUALITY IMPROVEMENT IN 2022-2023:

In 2023 For 2022-2023 Coleman purchased varying types of equipment such as lifts, electric beds, slings, blanket warmers, these items contributed to improved care and comfort for our residents. Changes to the menu have enriched the quality of the food served to our residents. The purchase of exercise equipment, multiple radios, a touch to play, expanded on residents’ ability to remain active during isolation. Infection Prevention and Control was further enhanced by the introduction of the IPAC Lead, new cleaning and sterilization equipment. The living space at Coleman was also improved with new indoor and outdoor seating for residents to socialize, accessibility for our residents was upgraded with the installation of automatic doors. Our hours of direct care was increased with additional nursing hours.