



## CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

### *DESIGNATED LEAD:*

Joanne Balancio, RPN, Director of Quality and Innovation

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

Priorities identified for this upcoming year align with our Quality Improvement Program:

- Reducing resident Emergency Department visits by identifying early recognition of risk and provide residents with preventative care and early treatment for medical conditions that can be treated at the Village. We continue to empower our Charge Nurses and utilize our in-house Nurse Practitioner to take appropriate action to promote better care outcomes for our residents.
- Improving the Resident Experience through the focus on noise. During a Resident's Council meeting, our residents requested for our Team to assist in decreasing the noise level, especially on the Trafalgar neighbourhood. This is in response to one of the questions in the Quality-of-Life Survey: Residents responding positively to the statement: "I am bothered by the noise".
- Reducing the incidence of new and worsening wounds to improve overall clinical outcomes and enhance the quality of life of our residents through prevention, interdisciplinary assessment, implementing best practice guidelines and organizational skin and wound tool/process map.
- Antipsychotic medication reduction for residents without a diagnosis of psychosis to reduce polypharmacy, negative side effects and improve overall quality of life for our residents.

### *PROCESS TO DETERMINE PRIORITY AREAS:*

These areas were determined through review of our performance against available benchmarks and alignment with organizational and provincial priorities. The team and residents were consulted through Committee meetings, huddles and discussion. Audits also played a large part in identifying areas that require improvement and educational opportunities for our team members, residents and their families.

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

We will monitor and measure our progress through Committee meetings and audits and will communicate the outcomes of each area through meeting minutes and huddles.

We plan to review and monitor emergency department visits on a monthly basis with the guidance of our in-house nurse practitioner and NP STAT team. Our registered team members will utilize the SBAR tool to collect the information needed prior to the hospital transfer. In order for them to utilize the tool, we will provide education and training through Registered Team meetings and on the spot education when needed.

We met with the Trafalgar team members on 6 April 2023 to discuss the noise level in the neighbourhood. The team were very cooperative and acknowledged areas that they can improve on in order to decrease the overall noise level. We plan to have a Town Hall meeting with the residents of the neighbourhood to present our team's ideas and to obtain feedback from them. An updated list of extensions has been provided for all neighbourhoods, including the retirement side in order to reduce paging and to be able to call the intended neighbourhoods directly.

In addition to registered team member education, the referral process for wounds and appropriate usage of wound care products will also be discussed in the registered team meetings and on the spot education. We continue to evaluate wounds weekly and also on a monthly basis with the Enterostomal (ET) nurse. We will measure our outcomes through data derived from our RAI MDS tool and will be communicated monthly.

We will review resident antipsychotic medication usage on a quarterly basis and will collect that information using an antipsychotic tracking tool. We have had a registered team meeting in on 7 June 2023 that highlighted the BSO PERT Referral process and documentation.

#### *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:*

We shared the results from the Quality-of-Life surveys to residents in early 2023. At that meeting, the residents determined that they would like to improve the noise level on the neighbourhoods and that the Trafalgar neighbourhood would be a great place to begin.

We had planned to attend a Family Council meeting in March 2023, however, the meeting was postponed until a later date.

#### *QUALITY IMPROVEMENT IN 2022-2023:*

In 2022, we improved the following areas, based on results from the Quality-of-Life survey taken in 2021.

- Food & Meals: "I can eat when I want"
- Safety & Security: "If I need help right away, I can get it"
- Staff & Resident Bonding: "Some of the staff know the story of my life"

Other improvements made in 2022 include the following:

- Recruitment of new Leadership: BSO PERT Lead, Resident Support Coordinator, Neighbourhood Coordinators, Assistant Directors of Care, Student and Volunteer Coordinator.

- Dining room doors were removed on 4/6 neighbourhoods to allow everyone to have access to the dining room at all times of the day.
- Increased nursing care hours: PSW, Float nurse; which will help improve the overall quality of care and quality of life for our residents.