



## CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2024-25

*DESIGNATED LEAD:* Jefferdie Fiesta – Directory of Quality & Innovation

*QUALITY IMPROVEMENT PRIORITIES 2024-25:*

- **Improve resident engagement by increasing the number of enjoyable things to do in the evenings.** Our Village is taking this opportunity to increase positive responses to the Quality of Life Survey question “I have enjoyable things to do here in the evenings” as a result of the Residents' and Family Councils' feedback from the 2023 interRAI Quality of Life Survey.
- **To increase the percentage of residents who feel safe voicing their opinions, a survey question was used: "I can express my opinion without fear or consequences."** Our Village is committed to providing a safe environment for our residents to voice their opinions without fear of repercussions.
- **To reduce the use of antipsychotic medications.** Identify residents taking antipsychotic medications and plan to work on lowering those eligible for reduction.
- **Reducing potentially avoidable ED Visits.** Continuing to empower registered team members to promote available treatment options within the home and utilize other care partners like in-house Nurse Practitioner and Nurse Practitioners Supporting Teams Averting Transfer (NPSTAT).

*PROCESS TO DETERMINE PRIORITY AREAS:*

When determining priority areas, we reviewed Village performance against available benchmarks as it related to resident care (CIHI) and quality of life indicators. We analyzed survey results from our Resident Quality of Life, Family Quality of Life, Team Member Engagement Surveys, and Operational Scorecards for opportunities for improvement. We also reviewed feedback provided by the residents, families, and team members through our monthly neighbourhood meetings and care conferences. We sought feedback on priorities through our Councils and the Continuous Quality Improvement Committee.

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

- “Enjoyable activities in the evening”: We will monitor participation rates with evening programming monthly through Activity Pro. Survey results will be reviewed quarterly, and we will also seek feedback from Residents' and the Family Council regarding programming. We will communicate progress towards this indicator during our quarterly quality improvement committee meetings.”

- “Express opinion without fear or consequences”: We will monitor our progress through quarterly interRAI Quality of Life survey results. Progress will be communicated to the Residents’ and Family Council meetings and quarterly quality improvement committee meetings.
- The PERT team will review the antipsychotic medication residents' tracker and identify residents who are eligible for reduction. New move-ins taking antipsychotic medications without a diagnosis of psychosis will be on DOS monitoring and then plan for reduction if eligible. Progress will be reviewed monthly and communicated through the quarterly CQI committee meeting.
- Reducing potentially avoidable ED Visits: We will review each ED visit identified as potentially avoidable in registered team member meetings to identify opportunities for improvement. Progress will be communicated in quarterly quality improvement 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.

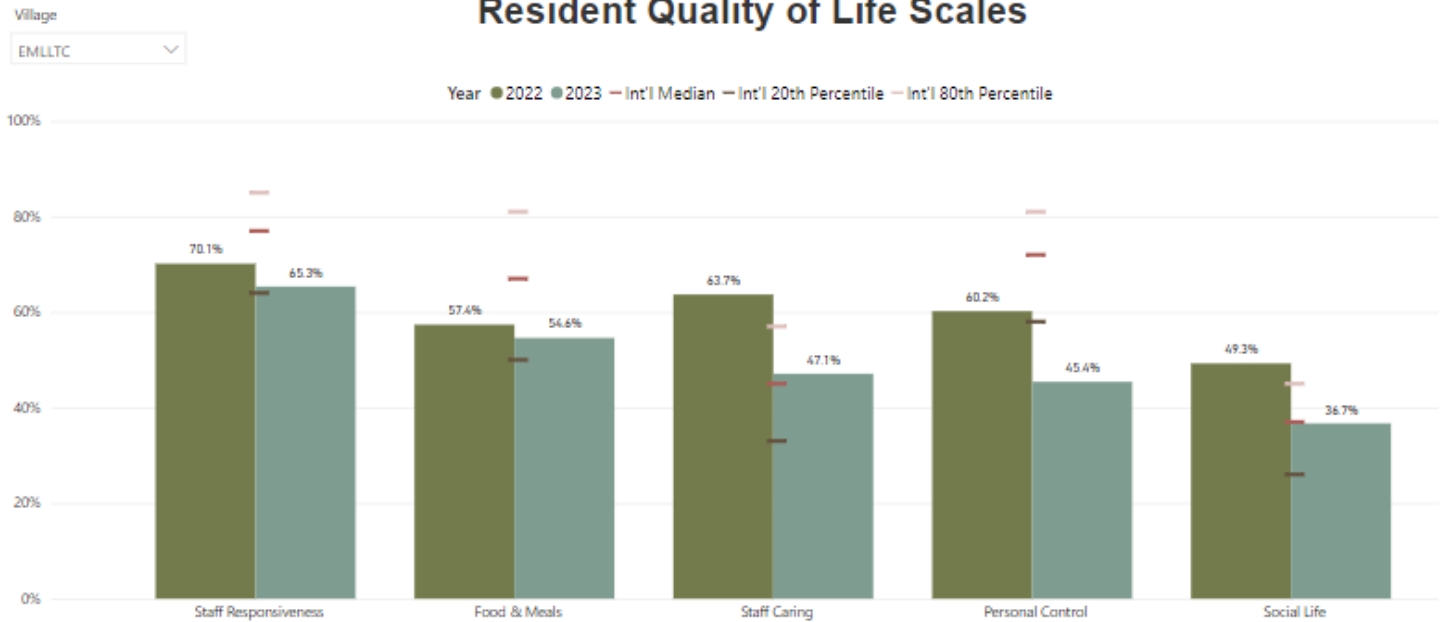
*Resident survey:* Residents who are able, are given the opportunity to complete the survey annually, around the anniversary of their move-in date. Surveys are run year-round (January to December) to help eliminate bias. New residents moving into the Village are ideally offered a survey twice in their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

*Family survey:* Families/caregivers were provided with a copy of the survey via email on November 13, 2023 and encouraged to return a paper copy, or complete it online with a closing date of December 31, 2023.

*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. Overall, we had 34 residents participate in the survey in 2023 compared to 12 in 2022. The results from two scale were equivalent to the international median, Social Life and Caring Staff. Two scales were between the 20<sup>th</sup> to 50<sup>th</sup> percentile, Staff responsiveness and Food & Meals. Once scale, Personal Control, fell below the 20<sup>th</sup> percentile in 2023.

## 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, we improved on the question related to getting the health services residents need (increased from 67% to 77%). Opportunities were identified with staff responding quickly when residents ask for assistance (dropped from 75% to 62%), and “the care and support I receive helps me live my life the way I want” (decreased from 67% to 59%).

**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 maintained performance with residents feeling they could control who comes into my room and deciding which clothes to wear. We improved on residents feeling they could be alone when I wish (increased from 42% to 50%) Opportunities for improvement are our resident’s ability to easily go outdoors (dropping from 42% to 24%), deciding how to spend their time (decreased from 92% to 68%), and when to go to bed (83% to 56%).

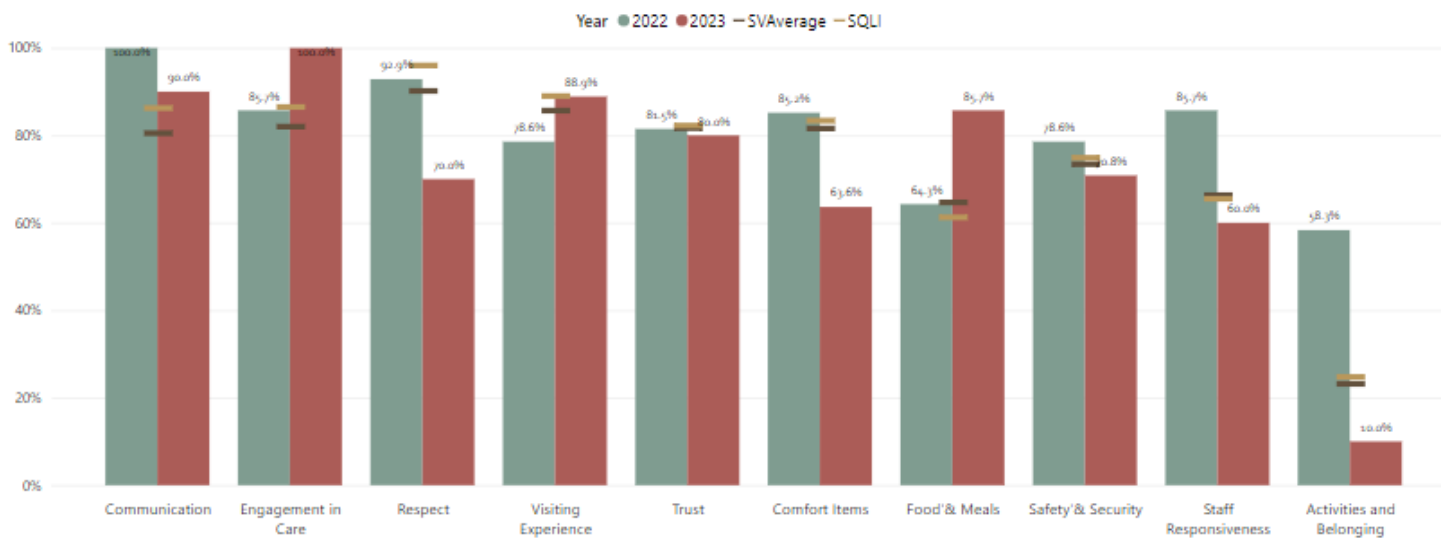
**Social Engagement/Life Scale** (10 items; max score 30): This scale evaluates residents' social interactions and engagement, looking at aspects like participating in activities, making friends, and experiencing meaningful connections. In 2023, enjoyable things on weekends improved from 25% to 35%. I have people who want to do things together with me also improved from 17% to 32%. Opportunities for improvement within this scale include, spending time with other like-minded residents (decreased from 58% to 38%), easy to make friends here (decreased from 58% to 35%).

**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 improved on “I get my favourite foods here”, increasing from 25% to 41%. We have opportunities with having enough variety in meals (decreased from 68% to 53%) and residents feeling they had enjoyable mealtimes (decreased from 75% to 65%).

**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 we maintained performance related to our team asking how resident’s needs could be met and taking the time for a friendly conversation. The opportunity for improvement is the team members “knowing the story of my life” (decreased from 67% to 27%).

**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 8 responses in 2023, compared to 7 in 2022. We made improvements in the engagement in care, visiting experience and food & meals domains. Opportunities for improvement were identified through activities and belonging, staff responsiveness, comfort and respect.

Family Survey Domains



**How the results were shared:**

The 2023 residents' survey results were shared on the Quality Committee meeting on January 17, 2024. Results were also shared at the Residents' Council meeting on January 31, 2024. The Family survey results was shared to Quality Committee on April 24, 2024 and a copy of the survey result was also shared to the Family Council. Both the resident and family survey results were posted on the Quality and Innovation board for everyone's access.

**QUALITY IMPROVEMENT IN 2023-2024:**

- We successfully implemented our Customer Service Training (Connect the Dots) and trained 81 active team members from February to December 2023. Team members received customer service training based on the Quality of Life Survey and a recommendation from the Residents' Council. The Progress Report was communicated to the Quality Improvement Committee on April 24, 2024.
- We upgraded the Air Conditioning system on May 8, 2023, by installing an additional cooling tower in the East Tower of our building. On June 7, 2023, a communication letter regarding the upgrade was sent to families, residents, and team members.
- In June 2023, we introduced a Student Placement Coordinator / Administrative Assistant role to support student placement and facilitate long-term care tours. An internal memo was shared with the village on June 20, 2023, to announce this new role.
- Our Village piloted the PSW Med Admin program on October 12, 2023. Twelve PSW team members attended the 2-day education and training on medication administration to increase their scope of practice. Information sessions started on September 6 and 7 for the team members, September 9 for the Family Council, and September 28 for the Residents' Council.

- Based on the interRAI Quality of Life Survey results, residents' social life domain has decreased compared to previous years; in November 2023, we purchased a shuffleboard, air hockey/table tennis table, and credenzas to store self-directed activities for residents and family members to increase meaningful and active engagement. Recreation activity progress was communicated to the Quality Improvement Committee on April 24, 2024.
- An additional physician was added in November 2023 to complement the total number of neighbourhoods. One primary physician dedicated to one neighbourhood.
- Improvement was made to our telephone system in January 2024. All three neighbourhoods were given their extension numbers and handheld phones to the nurses for accessible communication with families and other healthcare providers. Neighbourhood serveries were also installed with a phone for accessible communication in the central kitchen. Resident handbook was updated for future move ins and an internal memo was posted on January 26, 2024 to inform everyone of new extension numbers.