



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

DESIGNATED LEAD: Kaitlyn Wynnyk, Director of Nursing Care

QUALITY IMPROVEMENT PRIORITIES 2023-24:

This year Hamilton Continuing Care will be focussing on the following three priorities established from our Family and Resident survey and reflected in our Quality Improvement Plan:

1. **Customer Service Excellence:** to ensure all residents, families and team members are receiving high quality resident centered care by respecting resident's choices.
2. **Reducing the Use of Antipsychotic Medications:** we want to ensure that we are considering the health and well being of all residents with or without the diagnosis of psychosis by re-evaluating antipsychotic use.
3. **Preventing Skin & Wound Progression:** any skin and wound concerns can negatively impact the quality of life of our residents. Therefore, it is our goal to prevent wounds from worsening and to promote wound healing.

PROCESS TO DETERMINE PRIORITY AREAS:

1. **Customer Service Excellence:** Through review of results from our 2022 quality of life surveys, we identified an area of opportunity to focus on the statement, "I can express my opinion without fear of consequences". This aligns with provincial recommendations under the resident experience theme for the quality improvement plans and aligns on our goals to build upon our quality of customer service.
2. **Reducing the Use of Antipsychotic Medications:** We reviewed our CIHI performance for this quality indicator and compared it to organizational and provincial benchmarks. We identified that an area for improvement in our village was to focus on reducing the usage of antipsychotic medications given to LTC residents, specifically those without psychosis
3. **Preventing Skin & Wound Progression:** When analyzing our CIHI scores and comparing to provincial and organizational benchmarks, it was also noticed that an area for improvement was to focus on preventing worsened pressure ulcers. In consultation with the leadership team, with the insight that wounds can impact village life, we would hope that a reduction in worsening wounds could improve resident quality of life.

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

1. **Customer Service Excellence:** We will review the number of team members who complete Schlegel Villages' Connect the Dots, customer experiencing training on a quarterly basis. We will also review trends identified through our quarterly quality of life survey results to identify if any adjustments will need to be made.

2. **Reducing the Use of Antipsychotic Medications:** We will review CIHI data quarterly in collaboration with our pharmacy consultant and psychogeriatrician.
3. **Preventing Skin & Wound Progression:** Our wound care lead will review CIHI data quarterly in collaboration with the leadership team to determine actionable trends. Wound care will be a standing agenda on registered teams and PSW meetings/huddles.

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:

Residents' Council members were presented with our survey results in March 2023 and were asked to identify which of our indicators they felt should be our quality focus priorities in 2023.

QUALITY IMPROVEMENT IN 2022-2023:

In 2022, we made a number of improvements which had a positive effect in the Village. We seek feedback from our Residents' Council, who provides feedback into quality initiatives the Village has been and is currently working on.

- As a result of the team member survey, the team member lounge was completely renovated by the leadership team.
- Implementation of monthly neighbourhood team meetings and daily huddles have been very successful in increasing our level of communication across the village.
- Each neighbourhood has a dedicated recreation aide which has enabled us to enhance our evening and weekend programming.
- The village has implemented a continuous quality improvement committee which meets quarterly to analyze and provide direction for quality initiatives. The committee includes representatives from leadership, medical, direct caregivers and resident council members.
- We made improvements on the pain indicators for CIHI from the first quarter of 2022 to the first quarter of 2023. Worsened pain reduced from 16.9% to 11%. Residents experiencing pain reduced from 9.7% to 4%. in the first quarter of 2023.
- Residents also reported a higher percentage of positive responses related to the personal relationship questions, "it is easy to make friends here", "I have people who want to do things with me" and "another resident here is my close friend".