



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2025-26

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QUALITY IMPROVEMENT PRIORITIES 2025-26:

This year, Hamilton Continuing Care will be focusing on the following four priorities established from our Family and Resident Quality of Life Surveys and reflected in our Quality Improvement Plan:

1. **Reducing Potentially Avoidable Emergency Room Visits:** we are looking to improve overall resident experience and resident centered care by reducing the number of residents being inadvertently transferred to the Emergency Department.
2. **Reducing the Use of Antipsychotic Medications:** by re-evaluating our resident's antipsychotic medication usage with or without the diagnosis of psychosis, we are hoping to enhance resident's overall health and wellbeing.
3. **Enjoyable Mealtimes:** Improve the dining room environment to allow for a calm and aesthetically pleasing atmosphere to make mealtimes more home-like and enjoyable for residents.
4. **Reducing Urinary Tract Infections:** By reducing urinary tract infections in residents, we are improving residents living in Long Term Care's quality of life and wellbeing.

PROCESS TO DETERMINE PRIORITY AREAS:

Our Continuous Quality Improvement (CQI) Committee was consulted on Monday February 3, 2025 and involved in recommending the following priority initiatives for 2025-2026. The leadership team met thereafter on Tuesday February 11, 2025 to discuss the initiatives in more detail. Resident's Council was also consulted on the Quality of Life (QOL) Indicator in which they would like to see more improvement upon on Tuesday February 11, 2025.

1. **Reducing Potentially Avoidable Emergency Room Visits:** when we reviewed and compared our performance to provincial benchmarks, we noticed an increasing trend. After consultation with the CQI Committee & leadership team, we knew that this would be an area that we wanted to continue to focus our attention towards. By reducing emergency department visits we anticipate this to have a significant impact on resident's quality of life.
2. **Reducing the Use of Antipsychotic Medications:** after careful review of our village's Canadian Institute for Health Information (CIHI) scores for this indicator, we have decided to not lose focus of this multi-year initiative and continue to reduce the use of antipsychotic medications given to Long-Term Care residents without a diagnosis of psychosis. We are excited to see that our scores have been decreasing year over year with this initiative, but we would still like to aim closer to provincial and organizational averages.
3. **Enjoyable Mealtimes:** we reviewed our resident's quality of life survey results as a leadership team in tandem with our Residents' Council on February 11, 2025. The residents recommended that our village focuses on

improving the following statement: “I enjoy mealtimes”. We will take the feedback and suggestions by our Residents’ Council on ways to improve the mealtime experience by creating a more aesthetically pleasing dining room environment.

4. **Reducing Urinary Tract Infections:** our Infection Prevention and Control (IPAC) lead analyzed the number of infections in our village specifically related to urinary tract infections and compared this to our organizational and provincial averages. When this was shared to our CQI committee members, it was agreed upon that this was an area that should be focused on. A fishbone diagram was done with the leadership team, nurses and personal support workers to discover a root cause analysis of our increasing urinary tract infections.

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

We will be communicating and discussing our progress towards these initiatives quarterly during our Continuous Quality Improvement (CQI) and Professional Advisory Committee (PAC) Meetings. During our CQI and Residents’ Council meetings, we will discuss outcomes and identify if any adjustments are required to be made as our performance is being reviewed.

1. **Reducing Potentially Avoidable Emergency Room Visits:** we will continue to expand the knowledge and practice of the SBAR (Situation, Background, Assessment, Recommendation) communication tool to our registered team members by implementing scenario-based education. We will review percentage of registered team members who received this education quarterly. We will work collaboratively with our RAI coordinator and Assistant Director of Nursing Care to review resident’s “Change in Health End Stage disease and Signs & Symptoms” (CHESS) scores quarterly and complete referrals to our Social Service Worker to provide early education to residents and/or their families about the health care services we can provide in the village.
2. **Reducing the Use of Antipsychotic Medications:** We will continue to work with the multi-disciplinary team (such as our pharmacy consultant, RAI coordinator, Behavioural Supports of Ontario / Personal Expression Resource Team lead, and psycho-geriatrician) to review all residents who are receiving antipsychotics with/without diagnosis of psychosis upon move-in, re-admission and current. Our village’s Canadian Institute for Health Information (CIHI) data will be reviewed and analyzed quarterly with the inter-disciplinary team during our Continuous Quality Improvement (CQI) and Professional Advisory Committee (PAC) Meetings.
3. **Enjoyable Mealtimes:** we will consult Residents’ Council on ways in which we can improve this quality indicator and the leadership team will review and implement resident’s suggestions. The leadership team will support the village’s team members in ensuring the changes are being implemented by performing routine walk-throughs to ensure sustainability. The leadership team will review the improvement initiatives with the Residents’ Council to get feedback and make any further adjustments if required.
4. **Reducing Urinary Tract Infections:** we will continue to enhance the knowledge and skill of our personal support workers on providing proper perineal care. We will also be implementing and educating personal support workers on how to effectively use a new *3M Cavillon Skin Cleanser* when providing perineal care. We will review the percentage of personal support workers who received this education quarterly. We will also be utilizing our bladder scanner for early detection of urinary tract infections by encouraging and tracking the number of times the bladder scanner is used on residents experiencing signs & symptoms of urinary tract infections. We will also be reviewing the number of times the bladder scanner is used quarterly to see its utilization.

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.

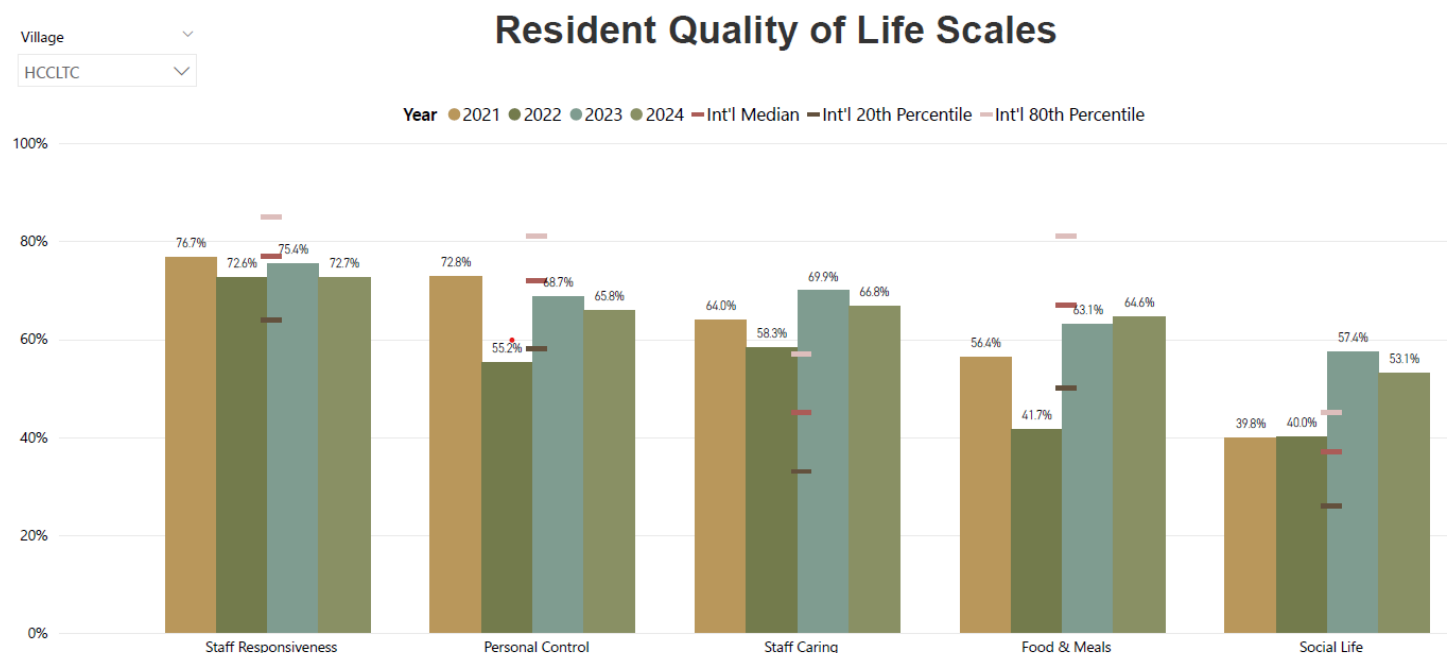
Resident survey: Residents who are able, are given the opportunity to complete the survey annually, around the anniversary of their move-in date. Surveys are run year-round (January 1 – December 31, 2024) to help eliminate bias. New residents moving into the Village are ideally offered a survey twice in their first year; three months after moving in and then again around their anniversary.

Family survey:

The Family Quality of Life Survey went out to all of the resident’s families and caregivers via e-mail on Monday, June 3, 2024 and Friday, October, 2024. Families were given the option to fill out the survey electronically or via paper with copies that could be found on our Quality Improvement Board, located just inside the front entrance. We also gave the option for families/caregivers to fill out the survey during resident’s annual care conferences should they choose to participate. The paper copies of the survey would then be provided to the leadership team. The survey closed December 31, 2024.

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 village, we are within international benchmarks for staff responsiveness, personal control, as well as food and meals. We exceeded the international 80th percentile for both caring staff and social life. We had 35 resident surveys completed in 2024.



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. 89% of residents surveyed felt that the team are treating them with respect (up from 73% in 2023). 86% of residents felt that the care and support they get help them live the life the way they want (up from 78% in 2023). 66% of residents felt that they get the services they need (up from 54% in 2023) however, it still needs some improvement to meet international benchmarks.

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. 94% of residents surveyed responded positively to being able to decide which clothes to wear (up from 81% in 2023). 88% responded positively to being able to decide how they spend their time. There is an opportunity to improve residents being able to easily go outdoors (decreased from 65% in 2023 to 57% in 2024).

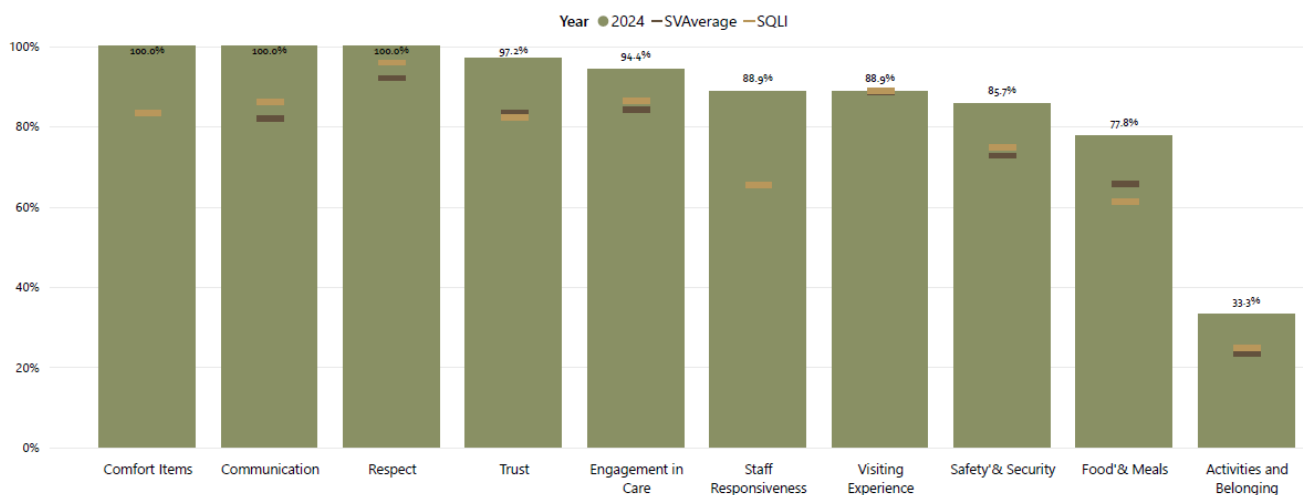
Social Engagement/Life Scale (10 items; max score 30): This scale evaluates residents' social interactions and engagement, looking at aspects like participating in activities, making friends, and experiencing meaningful connections. 66% of residents felt that they have the opportunity to explore new skills and interests (up from 54% in 2023). 71% felt they had enjoyable things to do on weekends.

Food Scale (3 items; max score 9): This scale gauges residents' satisfaction with food, including their favorite meals, meal variety, and enjoyment during mealtimes. Improvements have been made with residents enjoying mealtimes (up to 71% in 2024 from 65% in 2023); providing more variety in meals (up to 71% in 2024 from 65% in 2023) and getting their favourite foods (up to 66% in 2024 from 54% in 2023).

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. 74% of residents felt that the team take the time to have a friendly conversation with them (up from 67% in 2023). 86% of residents consider a team member their friend (up from 84% in 2023). An area for improvement is for team to respond to resident’s suggestions (down from 81% in 2023 to 69% in 2024).

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 9 responses in 2024 (up from 1 participant in 2023). We performed above available benchmarks in all domains and exceptionally well in comfort items, communication and respect. Some opportunities exist within activities and belonging as well as visiting experience domain.

Family Survey Domains



How the results were shared with residents, their families, Residents' & Family Councils and team members:

Resident Quality of Life: The resident Quality of Life Survey results were shared with resident's during Residents' Council on February 11, 2025. The results and action plan were also posted to our Quality Improvement Board on May 7, 2025 so that is visible to all residents, their families and team members. Since our village does not have an active Family Council and is in the process of recruiting members, our village has shared these results and the action plan via e-mail on May 7, 2025. It was also e-mailed and shared to the team members on May 6, 2025 and shared to our CQI committee members during our Continuous Quality Improvement Meeting on May 12, 2025.

Family Quality of Life: The family Quality of Life Survey results and action plan were e-mailed to our resident's families and our team members on May 6, 2025. These results and action plan were posted to our Quality Improvement Board on May 7, 2025 so that it is visible to all residents, families and team members. The results and action plan were also shared to our residents in Residents' Council on May 14, 2025 and shared to all CQI committee members during our Continuous Quality Improvement Meeting on May 12, 2025.

QUALITY IMPROVEMENT IN 2024-2025:

Improvements based on results of QoL survey from 2023:

1. Residents stated that they are enjoying having the two menu options available for lunch service. Due to this change, we have been able to improve the resident quality of life survey question "variety in my meals" from 64.9% to 71.4%. This was communicated during Residents' Council on February 13, 2024 and to our CQI committee on April 29, 2024.
2. Based on the 2023 resident QOL survey results, residents requested for the village to improve the statement "I have opportunities to spend time with like-minded residents". By returning the community room back to resident space with new furnishings and recreational supplies to allow residents to mingle and build relationships with other residents between neighbourhoods. We were able to improve this statement from 64.9% to 68.6%. This action was communicated to Residents' Council on March 12, 2024 and to our CQI committee on August 19, 2024.

Other improvements made in 2024:

1. The residents were able to participate in intergenerational programming by partnering with a youth program for 1 month in the Summer. This action was communicated to Residents' Council on June 19, 2024 and to our CQI committee on April 29, 2024.
2. In July of 2024, the village was able to make a larger dining room space for all residents to gather on our 1st floor neighbourhood by partially removing a barrier wall. This action was communicated to our Residents' Council on June 19, 2024 and to our CQI committee on August 19, 2024.
3. In September of 2024, our village hosted a community car wash in which funds were raised on behalf of Residents' Council. The event allowed for residents, families and team members to volunteer their time to participate and give back to the community. Over \$700 were raised to put towards the purchase of a new television for the 3rd floor neighbourhood as well some backyard furniture for the next year. This was communicated to Residents' Council on September 9, 2024 and to our CQI committee on November 18, 2024.