



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

DESIGNATED LEAD: Tricia Bakelaar, Director of Quality & Innovation

QUALITY IMPROVEMENT PRIORITIES 2023-24:

- Improve resident quality of life by increasing awareness of Resident Rights to both residents and team members, being more intentional about soliciting resident feedback and input, and educating the team about good customer service.
- Reduce the use of antipsychotic medications for those without a diagnosis of psychosis by reviewing recipients of daily and PRN antipsychotic medication to determine possibility of reduction or discontinuation. We will educate our team on the appropriate use of our Personal Expression Resource Team, and provide dementia education to our Hagey neighbourhood team to promote supportive approaches to care.
- Increase team members' familiarity of our residents' needs and preferences as identified in their plans of care through fun and interactive methods.
- Reset and communicate our standards and expectations through review and update of clinical job routines as we move forward, post-pandemic.

PROCESS TO DETERMINE PRIORITY AREAS:

- The Village's Quality Improvement Plan priorities were chosen using recommendations from Residents' Council (February 16, 2023) and the Continuous Quality Improvement Committee (January 25, 2023), and presented for feedback to Family Council (February 25, 2023). The committees were presented with a list of possible priority areas and the items placed on the plan were those deemed as highest priorities by those committees.
- Level of familiarity with care plans is an area of risk identified by the leadership team through review of internal audit and Ministry findings.
- As we move beyond the pandemic, we identified an opportunity to review and update our routines and checklists. Team member knowledge and familiarity with our standards and expectations is an opportunity for improvement to ensure comprehensive and proactive care delivery.

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

- Will have a monthly poster outlining a different Resident Right on the neighbourhoods, a different Right featured at team member monthly meetings, and will provide Connect the Dots customer service education. We will review the number of opportunities where Resident Rights are highlighted to the residents and neighbourhood team. We will review participation in the Connect the Dots customer service education day. We will also evaluate QOL score of 'staff respond to my suggestions', and share results with Residents' Council and Family Council.
- Will review monthly progress on resident chart reviews and evaluate CIHI-35 score related to the percentage of residents without a diagnosis of psychosis who are taking antipsychotic medications. We will share successes within team huddles, and CIHI-35 results at Residents' and Family Councils.
- We will review participation and uptake of the plans of care review for each neighbourhood
- We will review team member knowledge and understanding of village standards and expectations as it relates to their role.

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:

Team Member Survey results and an action plan was shared with team members via Crossroads on March 10, 2023, with Family Council on April 29, 2023, and with Residents' Council on April 29, 2023.

Resident Quality of Life Surveys were shared with our Recreation team on May 2, 2023, with Family Council on February 25, 2023, and with Residents' Council on February 16, 2023.

Family Survey Results were received in June 2023, and will be shared once action plan is completed.

QUALITY IMPROVEMENT IN 2022-2023:

We experienced and implemented a number of improvements this past year which impacted overall quality of life and care for our residents.

- Increased Recreation staffing levels beginning September 2022 with all lines filled February 2023 (each Neighbourhood has a full time and part time offset, and there is evening programming occurring in the Village each day.
- We hosted a number of themed meals in 2022: Chinese New Year Dinner Feb 1, 2022, Pancake Tuesday March 1, 2022, National Pie Day March 14, 2022, St. Patrick's Day March 17, 2022, National Sloppy Joe Day March 18, 2022, National Chicken Cordon Bleu Day April 4, 2022, National Grilled Cheese Day April 12, 2022, Hot Cross Buns Day April 15, 2022, Valentine's Day Feb 14, 2022, National Taco Day October 4, 2022, Thanksgiving Dinner October 9, 2022, National Bologna Day October 24, 2022, Pre-Christmas Party Hors d'oeuvres Dec. 23, 2022, New Year Cheese Platters Dec. 31, 2022,
- Reimplemented Village-wide evening programs in August 2022, which was reported June 23, 2022 in Residents Council.
- Residents noted 'food has improved' on June 23, 2022 in Resident's Council.
- We hired a Horticulture Therapist in October 2022 as per resident request.
- We hired a bus driver in August 2022 who supports 3 LTC outings per week.
- We started offering two in-person Village-wide Chapel Services each week for Spiritual Care started August 2022.
- Last year's CQI Initiative Report included a plan to partner with ProResp to pilot early Respiratory Therapist intervention to avoid ED visits related to Respiratory concerns, improve resident quality of life, as well as enhance registered Team Member confidence related to assessment skills. This partnership involves an additional partnership with the Research Institute for Aging to support evaluation. The initial planning phase is complete and we have begun the interventions in 2023.

- Recreation services expanded their staffing model to ensure Recreation team member presence in the Village on each day and evening. This was completed in February 2023. Resident input and feedback on calendar programming has been a focus for 2023. Quality of Life results for 2021 identified 22.3% of residents responded positively to the statement 'I have enjoyable things to do here on weekends, in 2022 this was 22.8%, and then improved to 37.8% for the first quarter of 2023.