



## CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

*DESIGNATED LEAD:* Sara Calder, Assistant General Manager and Sarah Roberts, Director of Quality & Innovation

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

We have identified the following priorities, which align with our 2023-24 Quality Improvement Plan.

1. Improving the resident experience by focusing on the resident quality of life survey question, "Some of the staff know the story of my life."
2. Reducing worsened pressure injuries
3. Reducing the use of antipsychotics for residents without a diagnosis of psychosis.

### *PROCESS TO DETERMINE PRIORITY AREAS:*

- We reviewed our CIHI numbers and evaluated our scores to determine areas that were higher than provincial or organization averages
- We reviewed our Quality of Life scores to determine areas that were low and that needed improvement.
- We met with our Resident's council to review areas of risk or areas that needed improvement to receive feedback on where they would like to focus

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

1. We are meeting monthly to review our progress toward our quality improvement plan process measures and overall targets to ensure we are staying on track.
2. The Director of Nursing Care and Director of Quality & Innovation are reviewing the reports in each area monthly to monitor progress and to ensure that the target items are being completed on time
3. We plan to attend Residents Council in August to follow up and report on the status of all areas of the QIP
4. Our Skin & Wound Lead is responsible for reviewing wounds weekly to monitor changes, improvements and if there are any worsening wounds.

### *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:*

Results from our Quality of Life Survey were shared with Residents' Council in April 2023 and with the CQI Committee in March 2023.

*QUALITY IMPROVEMENT IN 2022-2023:*

We implemented a number of improvements in 2022 which contributed to the overall experience of those living, visiting and working within the Village. We refurbished some areas of each neighbourhood, including painting and touch-ups, installing new flooring, and revamped the nurse's stations to create a more accessible space which is easier for residents to see and communicate with team members. We repaired some of the wear and tear that occurred during the pandemic. We created a more serene and inviting outdoor space through landscaping projects. We have been able to offer more recreation outings with our bus, allowing residents to leave the Village and go out into the community. We were able to add several additional PSW, recreation, RPN, RN lines to help increase the quality of care and activities available to residents.