



Continuous Quality Improvement Initiative Report 2022-23

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Village Quality Improvement Priorities:

1. Improved use of clinical software to provide efficiencies, support decision making and provide better communication. Point Click Care enhancements are being implemented with regular follow up with team to ensure proper dissemination.
2. Improve programming and relationship building among residents. Enhance recreation and Program for Active Living (PAL) programming throughout the Village, to provide a better quality of life for our residents. This will be achieved through funding changes; increasing recreation hours and enhancing our PAL team with a Student Kinesiologist.
3. Improve our Village move-in process. We have altered our “My Experience” (M.E.) Form, which is provided upon moving in. This will facilitate the team getting to know the resident better. We have an increase of Social Worker hours related to funding changes which will be incorporated into our move-in process; providing better support for our residents and their families.
4. Improve our team member experience, especially in relation to on-boarding. Our Team Experience Coordinator, provides support to our new team members who are on-boarding into the Village. We also have a lead overseeing our Mentorship program, which provides a welcoming experience for our team members into the Village.

How Priority Areas Were Determined:

1. Clinical software enhancements were identified by our organization through consultation with Villages. Documentation processes and risk were reviewed along with compliance history. Enhancements will improve workflow for our nursing team and reduce risks.
2. Throughout the pandemic, restrictions in place have affected social engagement for our residents. There have been restrictions related to group programming, which were for safety purposes related to COVID-19, but have had an impact on residents’ quality of life. We want to improve our programming in the village to promote meaningful relationships with residents and provide a better quality of life.
3. Moving into Long Term Care is an adjustment for residents and their families. We recognize the importance of providing a smooth transition, and getting to know the resident. We have identified residents and family members may require more support during this time, and therefore we are striving to improve this.
4. We have identified the need to focus our team member experience in order to retain team members. There is an industry shortage of team members in healthcare, and our goal is to retain team members by providing a positive on-boarding and team member experience.

How Progress Will Be Monitored, Measured, Evaluated and Outcomes Communicated:

1. Monthly review of the effectiveness and use of the PCC enhancements for 3 months post implementation, with support to the team and feedback provided as needed. A number of reports are available to help us understand uptake.
2. We will review monthly attendance and engagement during programming. We will also obtain feedback from our residents during Residents' Council meetings.
3. During move-in process, we will gather information for the resident and their family to really get to know them. Our goal is for M.E. forms to be completed by residents/families, and returned to the village. This information will be disseminated to the team members, so we can get to know the resident on a personal level. Our social work team, will provide support to our residents and families, and can determine progress made throughout the transition period. We will evaluate our progress by receiving feedback during our admission care conference (6 weeks after move-in).
4. We will measure our team member experience through our retention statistics, as well as during our annual team member survey. This survey provides feedback to the Village on the team members' experience. We may also receive feedback from newer team members in order to improve our practises.