



Continuous Quality Improvement Initiative Report 2022-23

Lead: Donna Dalupan, General Manager

Village Quality Improvement Priorities:

- **Promoting skin integrity**

Our objective is to promote skin integrity through early identification and application of interdisciplinary support strategies to manage, heal and prevent further deterioration of pressure injuries by focusing on team member education and implementing recent updates to our skin and wound care policy. Erin Mills Lodge is also participating in a pilot project, in partnership with one of our skin and wound care providers to trial skin care products that promote hydration and maintenance of healthy skin.

- **Meaningful and Active Engagement**

Due to a number of outbreaks and restrictions during the pandemic, many activities and special events at the village were either placed on hold or modified to adhere with directives. This had an impact on our residents' engagement and participation in activities. Our village has identified meaningful and active engagement as an opportunity to promote a holistic approach to support resident well-being by introducing new and creative programs and increasing opportunities and support for our residents to attend.

- **Enjoyable Meal Times**

Physical distancing has limited some aspects of our residents' dining experience. Our goal is to enhance our residents' overall experience by mitigating some of these limitations. Enjoyable mealtimes is one of the pillars of Living in My Today (LIMT), which supports independence; promoting choice, flexibility and accessibility.

How Priority Areas Were Determined:

- **Promoting skin integrity:** Skin and wound prevention & management is an organizational priority. We reviewed our performance using our MDS data, CQI Audit results and number of referrals to ET Nurse.
- **Meaningful and Active Engagement:** Feedback was given by Residents' and Family Council and we reviewed data extracted from Activity Pro Reports and MDS Social Engagement scores.
- **Enjoyable Meal Times:** We reviewed feedback provided by Residents' and Family Council as well as the Food Committee. We also reviewed results from the Quality of Life survey question, "I enjoy mealtimes", as well as CQI audits which identified opportunities for improvement.

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

- **Promoting Skin Integrity**

All registered team members will be educated on best practice guidelines on skin and wound. We will monitor our progress through review of audit results and action plans, trending of wound data

monthly. Our outcomes will be reviewed at our wound committee meetings, Residents' and Family Council meetings

- **Meaningful and Active Engagement**

Progress will be monitored and measured through review of attendance and engagement during programs offered using Activity Pro reports monthly. We will review feedback gathered from residents, family members and team members. Results from the quality of life survey will be reviewed quarterly, along with the social engagement index through MDS. Progress and outcomes will be shared at committee meetings, newsletters and team member huddles

- **Enjoyable Meal Times**

Feedback from residents, and families through Residents' and Family Council, care conference and Food Committee meetings will be reviewed. We will complete dining observations and review audit results to identify improvements or gaps. Quality of life survey results for the question "I enjoy mealtimes" will also be used to evaluate progress. Results will be shared through Councils and meetings.