



Continuous Quality Improvement Initiative Report 2022-23

Lead: Holly Ross, Assistant General Manager (LTC)

Village Quality Improvement Priorities:

- Enhancing recreational programming through increased funding to implement additional evening and weekend programming 7 days a week which will improve resident quality of life.
- Improve skin and wound program to reduce incidence of new and worsened pressure injuries.
- Strengthen pain and palliative care programs to enhance comfort of our residents.

How Priority Areas Were Determined:

- The pandemic has had an impact on resident's opportunities to socialize and participate in programs due to cohorting and isolation precautions. This is evident as we reviewed our Quality of Life survey results related to the Activities domain and received feedback from residents who voiced the request for additional activities on weekends and evenings.
- Skin and wound prevention and management is an organizational and village priority. Through work we have already completed, we have started to improve performance on our CIHI indicators for wounds. However, we remain above provincial average and will continue our focus. Results from audits and inspections were also reviewed to help us improve our processes.
- We identified palliative care and pain management as a priority through completion of our CQI audit, where opportunities for improvement were identified. We have recruited new members for our Palliative Care Committee and have resumed meetings.

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

- The number of programs offered will be measured through review of the monthly calendar. Attendance and engagement will be tracked through Activity Pro. We will also review Quality of life survey results for the questions "I have enjoyable things to do on weekends", and "I have enjoyable things to do here in the evenings".
- We will track and trend wounds through our clinical software to identify improvements. We will also review quarterly CIHI wound indicator results for improvements.
- We will review pain indicators through CIHI to evaluate outcomes. We will also monitor the committee to ensure meetings are occurring and attendance remains strong.
- Wounds, pain and palliative care will be monitored, reviewed and discussed at monthly risk management, Quality meeting and PAC meetings.