



Continuous Quality Improvement Initiative Report 2022-23

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Village Quality Improvement Priorities:

- **Living in My Today (LIMT)** – spread implementation of Supportive Approaches to Care pillar to our first and second floor neighbourhoods.
- **Enhance communication** with residents and families to build trust, close gaps and improve team member relationships with families and residents. A new phone system is being implemented and we will be reintroducing communication binders and appointment calendar for residents. We will also be adjusting leadership hours to include evening support.
- **Evening and weekend programming**- increase opportunities for residents to participate in activities in the evenings and on weekends. We will be introducing new recreational hours to support.
- **Improve Skin & Wound program** to reduce the incidence of new and worsening pressure injuries which will improve resident quality of life and overall health. Education will be provided to registered team members, and wounds will be reviewed during Skin and Wound meetings to discuss progress and treatment plans.

How Priority Areas Were Determined:

- **Living in my Today:** The Supportive Approaches to Care pillar was rolled out on our 3rd floor neighbourhood with noticeable positive effect. This pillar teaches team members how to support resident care and activities of daily living for those living with dementia or memory loss. We want to extend this work to our remaining neighbourhoods to ensure teams meet resident needs using a resident-centered approach which will lead to decreased incidence of personal expressions.
- **Communication:** Need for improvement identified as a result of family and team member concern forms, huddles and town hall meetings.
- **Evening & weekend programming:** Residents have voiced that there is not enough to do. They also feel that first floor neighbourhood does not have the same level of activities and opportunities to engage. We reviewed quality of life survey results and there is opportunity to improve on the survey questions, “I have enjoyable things to do here in the evening” and “I have enjoyable things to do here on weekends”.
- **Skin & Wound:** Areas to improve were identified through PSW and nurse reporting, wound oversight and audits; it also aligns with our organizational priority. Performance was reviewed through CIHI reports and our indicators for wounds are above provincial average.

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

- **Living in My Today:** We will review team member completion of education related to Supportive Approaches to Care. Incidence of personal expressions will be reviewed to evaluate and determine effectiveness. Quality of Life survey results will also be reviewed.
- **Communication:** We will review progress and impact of the new phone system, communication book and appointment calendar and should see a reduction in the number of concerns brought forward.
- **Evening and weekend programming:** Attendance and engagement will be tracked and reviewed through ActivityPro. We will also review calendars to ensure evening and weekend programming is being offered. Quality of Life survey results will be reviewed to measure impact on “I have enjoyable things to do here on weekends” and “I have enjoyable things to do here in the evenings.
- **Skin & Wound:** We will monitor wounds through our internal clinical software. CIHI data will be reviewed quarterly to identify improvements.

Progress will be reviewed and outcomes communicated through the Quality Committee. The outcomes of initiatives will also be shared with team members using huddles, CrossRoads and through departmental meetings. Town Hall meetings and Council meetings will be used to share outcomes with residents and families, as well as through email.