



Continuous Quality Improvement Initiative Report 2022-23

Lead: Julie Music, General Manager

Village Quality Improvement Priorities:

- 1) Focus on reducing the incidence of new and worsening wounds to improve the overall clinical outcomes and enhance the quality of life of our residents through prevention, early identification, team member education, interdisciplinary assessment and care planning. The skin and wound care committee has also been re-established.
- 2) Improve the overall dining experience. Education will be provided to team members on the Living in My Today (LIMT) Enjoyable Meal Times pillar which promotes flexibility, independence and accessibility. We have resumed the kitchen express program, which offers culturally preference-based meals for each resident bi-weekly. We will improve the dining environment with new linens, plates, cutlery, appropriate music, use of table talkers and preferred seating arrangements.
- 3) Promote opportunities for residents to develop friendships to improve quality of life. By getting to know our residents we can help introduce them to others with similar interests. Through recruitment of volunteers and students, we can also provide additional opportunities for residents to connect.

How Priority Areas Were Determined:

- 1) Wounds was identified as a focus through our program evaluation and in alignment with organizational priority. CIHI data indicates we are higher than provincial average for stage 2-4 pressure injuries. Opportunities identified through our CQI audit were also used when defining this priority.
- 2) Enjoyable mealtimes was identified as a focus when we reviewed results from the quality of life survey questions, "I enjoy mealtimes" and "I have enough variety in my meals". Both questions experienced a decline from the previous year. We also reviewed feedback from quarterly Food Committee meetings. In addition, our current dining program can be improved as it does not incorporate independent access to nourishment.
- 3) The pandemic has had residual effects on the residents' social life and relationships. The need for cohorting and isolation requirements reduced opportunities of connection. This is evidenced in our review of results from our quality-of-life survey, specifically the personal relationships and staff-resident bonding domains. Residents were less positive in 2021 than in 2020 for the following questions; "it is easy to make friends here", "I have people who want to do things together with me" and "another resident here is my close friend".

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

- Wounds- we will continue to complete our audits, review wound tracker for trends monthly, CIHI quarterly and share our progress at skin and wound committee meetings, Residents' and Family Councils.
- Enjoyable mealtimes- we will review resident, family and team feedback, monitor resident's overall satisfaction as reviewed in Food Committee meetings. We will also evaluate through review of our quality-of-life survey results and share with Councils.
- QoL- we will monitor and track opportunities for social engagement through programming using Activity Pro. We will evaluate effectiveness through review of our quality of life personal relationships domain and share with Councils.