



Continuous Quality Improvement Initiative Report 2022-23

Lead: Cathy Hu, RN BScn

Village Quality Improvement Priorities:

Strengthen quality improvement program

- Schlegel Villages quality improvement framework, tools and education will be implemented to help leaders with early risk identification, support village team members with projects and initiatives to improve resident outcomes and have positive impact in overall resident well-being.

Promoting skin Integrity

- Reduced skin injuries to improve our resident's clinical outcomes and quality of life. Our goal is to promote skin integrity through interdisciplinary education on preventing and improving wounds and skin concerns.

Meaningful and Active Engagement

- All residents will have a My Experience (ME) Form completed. This will help us to know our residents and provide resident-centered care and activities based on individual needs and preferences. Create opportunities for team members and residents to socialize and develop relationships through shared events and activities.

How Priority Areas Were Determined:

- There is an increased focus on continuous quality improvement within the new legislation and we want to ensure our new team members and leaders are up-to-date with current practices to minimize risk. Effectively utilizing the Schlegel Villages Quality Framework and tools will allow the Village to make positive progress towards resident's outcomes and satisfaction.
- Through review of our CIHI wound indicators, we identified we are above provincial average. Skin and wound prevention and management is also an organizational priority and aligns with our operational plan and recommendations from our annual CQI audit and program evaluation. The increased trend of skin injuries during the pandemic will be analyzed, with preventive measures and solutions implemented for any areas of improvement identified.
- The pandemic has had an impact on the resident quality of life through the activities, personal relationships and team member-resident bonding domains. We have also heard from our families and team members regarding the need to focus on meaningful and active engagement.

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

- Education on the Quality Framework will be monitored through attendance tracking and shared during monthly CQI meetings. We will evaluate uptake of the education through review of education evaluation forms and through review of audit and workplan completion.
- Reduced skin injuries will be monitored by reviewing monthly wound reports and through review of workplan progress. The initiative will involve use of PDSA tool, which enables skin and wound team to assess, measure, and evaluate the process. The outcome of the initiative will be measured utilizing CIHI data. The outcome of the initiative will be communicated through our Quality Improvement board and at Family and Residents' Council meetings.
- ME form completion will be monitored by an internal tracking form. The ME form information will be shared with team members by using care plans and team huddles. We will evaluate the effectiveness of using ME forms to know our residents and the increased opportunities for resident and team member bonding through review of quality of life survey results and our team member satisfaction survey. Results will be shared with Councils and the Quality Committee.