



## Continuous Quality Improvement Initiative Report 2022-23

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### *Village Quality Improvement Priorities:*

1. Reduce number of monthly falls by revitalizing falling star program and adding additional kinesiologist hours for support. This would help improve quality of life for residents by reducing risk of injury related to falls.
2. Maintain high infection prevention and control practices to ensure safety of those living and working in our village. Continue to promote hand hygiene for team members, visitors and residents during mealtimes by incorporating opportunities for hand hygiene into daily practices.
3. Introduction of the Living in My Today Enjoyable Mealtimes pillar to all neighbourhoods to improve in the overall dining experience.
4. Provide enhanced compassionate end of life support to residents, team members and visitors by timely implementation of neighbourhood initiatives such as memoriam displays at time of passing on the neighbourhood, reinstatement of palliative care cart and education.

### *How Priority Areas Were Determined:*

1. Improving our residents' Quality of Life is important here at Riverside Glen. A way to improve their quality of life is by reducing the number of falls. Falls contribute to a greater risk for pain, increased immobility, expressions and possible further decline in cognition and functioning. When evaluating CIHI data and monthly fall trends we were able to determine our residents who are having the greatest number of falls. From those numbers we have been able to, and will continue to strive towards successfully applying interventions that reduce and eliminate falls.
2. IPAC continues to be a focus. The COVID-19 Pandemic emphasized the importance of infection control and determined standards to be followed in order to keep our residents safe. During the pandemic, the home established daily infection control practices and reviewed them regularly to determine which were effective and those that needed improvement. Hand hygiene is a crucial line of defence to stop the spread of disease. Daily hand-hygiene audits and bi-weekly IPAC audits helps to highlight the importance of establishing and reviewing IPAC standards in the home.
3. Riverside Glen Retirement had great success with implementing new dining experience initiatives. Long term care wanted to create a more welcoming and comfortable dining experience for all residents. Based on results from the Quality of Life surveys, dining was identified as an area of opportunity with 75% of our residents stating they enjoy their mealtimes in 2021. We strive to improve on this by implementing a calm and relaxing environment with a resident-centered focus.
4. Our Quality Improvement Team acknowledged the impact that the pandemic has had on our palliative program. Cohorting, limited visitation and strict IPAC protocols had an effect on previous palliative supports which we offered at Riverside Glen. Residents suggested that those who have passed be commemorated on their own neighbourhoods. Previously, residents were recognized through memoriams that were placed on main street which did not give access to some residents due to cohorting and limited mobility. Previous and new end of life supports were added and reinitiated based on the evaluation of value and effectiveness for residents and families.

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

1. Our Kinesiologist will visit neighborhoods to huddle with the team and identify any concerns with respects to falls (specific residents, equipment issues etc.), monitoring falls closely. Falls are tracked and trended to the village, neighbourhood and resident levels. The number of falls and trends will be evaluated on a weekly basis, and communicated weekly at Risk Management meetings. A falls report for each neighborhood will be completed monthly, highlighting trends for time and location of falls as well as those residents who have fallen over the month and will be distributed to the Neighbourhood Coordinator to discuss with the neighbourhood teams. A Falls Committee consisting of team members from each neighborhood, as well as the leadership team will discuss falls data and goals for the next quarter.
2. To ensure our residents' safety, proper infection prevention and control practices must be in place. By completing daily hygiene audits, weekly safety audits and bi-weekly IPAC audits we are able to determine areas for improvement and success. Audits are shared with team members to ensure that feedback is provided, allowing for educational growth opportunities. Enhanced communication and collaboration with Public Health and the Ministry of Long-Term Care will ensure we are meeting standards and all necessary safety interventions to keep our residents safe and free from infection.
3. When implementing each step of the Living in My Today Enjoyable Mealtimes pillar the team recognizes the feedback residents are giving. These changes mean an adjustment in routine for our team members with hopes to enhance our residents' experience here at the village. Through discussions with Residents' Council, we will be able to determine how our residents feel about each new implemented routine. Routines can also be individualized to residents based on their wishes. We will also determine how the changes have improved our residents' experience by reviewing results from the Quality of Life survey.
4. End of life can be a difficult time for residents, team members and families. Our wish here at Riverside Glen, is to give the support, comfort and education that is needed during these times. With feedback from Family Council, we will be able to determine areas of improvement, the wishes and needs of grieving resident and family members. We will also gather feedback from our residents in ways to better support them, for example creating a neighbourhood approach to memoriams. We will continue to engage families in conversation and receive feedback to better understand and evaluate their experience. By doing so, we can continue to make adjustments and improve.