



Continuous Quality Improvement Initiative Report 2022-23

Lead: Tammy Roberts, General Manager

Village Quality Improvement Priorities:

- 1. Strengthening wound care and prevention program** - Continue to see positive trend with more improving wounds than stalled or deteriorating. Wound Care Specialists and Community Partners will be offering ongoing learning opportunities such as webinars and in-house education to empower the frontline team with wound care knowledge and assessment skills.
- 2. Infection Control will remain a core focus of the village** – We will not lose sight of the importance of IPAC practices while we continue to promote our vision for resident centered living. Recognizing the key role that infection control plays in keeping our residents, families, and team members safe, we will continue to review and promote best practices throughout our daily village life.
- 3. Emphasize Resident Wellbeing** – We will re-align with our vision for each resident to live with life purpose by fostering meaningful relationships and pursuing their passions. Our new addition of the Florence Becker Healing Garden provides a beautiful outdoor space for social gatherings. We have increased opportunities for residents to expand personal relationships by restarting our Men’s Club, as well as introducing the new self-titled “Queen Agers Club” brought together by a sociable group of female residents. Additional recreation aide positions will support our Shared and Meaningful Engagement initiative which aims to improve the quality of life for all residents.

How Priority Areas Were Determined:

1. Review of our organizational focus on improving outcomes for resident skin and wound care through the implementation of new clinical software enhancements. We have also adopted a robust auditing process for tracking and trending wound progression, identifying areas of risk and responding with best practices.
2. In order to protect our residents, team members and visitors we determined that Infection Prevention and Control must always remain at the forefront of our clinical priorities. Remaining vigilant with IPAC measures and keeping up-to-date with evolving recommendations is paramount to reducing risk. Controlling the spread of infection allows the village to remain a safe place to live, work, and visit.
3. Through Residents’ Council and neighbourhood meetings, our residents voiced the significant impact the pandemic had on their holistic wellbeing. Isolation precautions lead to decreased opportunities for fostering meaningful relationships as evidenced by decreased outcomes in the Quality of Life survey results for Activities and Personal Relationships. We understood there was a need for an immediate shift of focus back onto resident social engagement and quality of life.

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

1. Through our PCC technology systems and auditing processes we will be tracking and trending wound progression to identify if there are fewer deteriorating or stalled wounds. CIHI metrics will be reviewed quarterly for improved or worsened pressure injuries to ensure our strategies are effective. External Wound Care Specialist will provide monthly in-house wound consultations. Skin and Wound Program will be a standing agenda item at CQI Committee meetings. Skin & Wound Care Committee to meet quarterly to analyze trends including successes and challenges.

2. Continuing with regular IPAC auditing, as well as optimizing use of the PCC infection surveillance dashboard will allow us to monitor our ongoing trends.
3. Resident satisfaction will be measured through Quality-of-Life Survey, Family Satisfaction Survey, and CIHI metrics related to social engagement and mood. We will also seek feedback from Residents' and Family Council meetings to determine if current strategies are meeting objectives.
4. Outcome findings for all of our priority areas will be reviewed and analyzed at Continuous Quality Improvement Meetings, Health Advisory Committee Meetings, Neighbourhood Huddles with frontline team, departmental Team Meetings, and Committee Meetings.