



Continuous Quality Improvement Initiative Report 2022-23

Lead: Dan Kennedy, Assistant General Manager (LTC)

Village Quality Improvement Priorities:

1. Prevention of abuse and neglect – provide additional training to our team members focused on identifying signs and symptoms of abuse and neglect as well as methods and techniques to prevent abuse and neglect.
2. Dining and food services operation – to focus on improving dining and food service operations through training, education, and auditing techniques. This will allow for continuous quality improvement in this important area of operations.
3. Skin and wound care – to make improvements in processes related to skin and wound care including use of technologies available through our electronic documentation system. This will be improved through training and auditing processes.
4. Introduce Living in My Today (LIMT) Supportive Approaches to Care on one neighborhood. This will improve the quality of life and care of those living with dementia.

How Priority Areas Were Determined:

1. Prevention of abuse and neglect was chosen as a result of reviewing our quality improvement audits specific to this category of abuse and neglect. It was established by this review that there were areas that could be improved by providing additional training and continuing with a consistent auditing process.
2. Dining and food services operation was chosen based on a review of quality improvement audits as well as a review of ministry compliance history. A great deal of work has been completed in this area as we continue to focus on awareness training and specific frequent auditing to ensure the best possible experience for our residents in this category.
3. Skin and wound care was chosen as a result of reviewing our quality improvement audits specific to this category. It was identified that improvements can be made by additional training as well as auditing processes. Training will continue to focus on policy, process, and use of our wound care tool in our Point Click Care electronic documentation system.
4. LIMT is a signature program within Schlegel Villages, and part of our organizational strategic plan to enhance quality of life for our residents. Supportive approaches to care is an area that is at the heart of what we do as a Village, and we believe that a focus on this will improve our resident experience.

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

1. Incidents of abuse or neglect will be monitored and reviewed at monthly quality improvement meetings. The annual audit for prevention of abuse, neglect, and retaliation will also be used to measure and evaluate outcomes.
2. Dining practices will be audited using a variety of tools. Quality Improvement audits on food safety, food production, dining observation, and food service operation will be used. Our customized dining compliance audit will also be used to maintain work in this area completed over the past year. Scores of these audits will be used to evaluate progress and will be reviewed at monthly quality improvement meetings as applicable.
3. The skin and wound quality improvement audit will be completed on a quarterly basis and reviewed at our quality improvement meetings. Scores for this audit will be used to evaluate improvements in this area.
4. Resident quality of life surveys will be used to measure changes in perceived resident experience. Other forms of resident, team, and family feedback will also be considered as it contributes to supportive approaches to care.

Progress will be reviewed and outcomes communicated through the Quality Committee. Outcomes will also be shared with team members using huddles and with residents and family through Councils.