



Continuous Quality Improvement Initiative Report 2022-23

Lead: Rabina Simovic, Director of Nursing

Village Quality Improvement Priorities:

1. Laundry – implement process based on policy to improve concerns related to lost laundry.
2. Improved use of clinical software to provide efficiencies, support decision making and provide better communication. Point Click Care enhancements are being implemented with regular follow up with team to ensure proper dissemination.
3. Implement Living in My Today (LIMT) Enjoyable Meal Times – introduce open serveries in order offer more independence and flexibility for residents, enhancing overall experience (choice of food items, wakeup times, resident involvement in programming with the open server concept).
4. Implement the My Experience (ME) Forms through LIMT Supportive Approaches to Care. This will help us to know our residents and provide resident-centered care and activities based on individual needs and preferences.
5. Redevelopment and expansion of Winston Park which will provide additional opportunities to new and existing residents. Current residents will move into the new building by the end of September 2022. The redesign will bring increased floor space in resident rooms as well as new common areas (lounge, activity rooms, café, open serveries, den, country kitchen and spa rooms), enhancing quality of life.

How Priority Areas Were Determined:

1. Laundry was chosen as a priority based on the number of lost/missing/misplaced items reported to team.
2. Clinical software enhancements were identified by our organization through consultation with Villages. Documentation processes and risk were reviewed along with compliance history. Enhancements will improve workflow for our nursing team and reduce risks.
3. Living in My Today is a signature program within Schlegel Villages, and part of our strategic plan to enhance quality of life of our residents. Enjoyable Meal Times was identified as an opportunity with the redevelopment of the building as it allows for structural changes such as the open serveries as well as process changes.
4. ME Forms are an element of the Supportive Approaches to Care Module in the LIMT Program and will support quality of life and resident-centered care.
5. Redevelopment and expansion of Winston Park was made possible through Ministry of Health Redevelopment Program and the award of new beds. Our Village will move from a B Class home to an A Class Home.

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

1. Laundry – progress will be monitored through the number of items missing/lost/misplaced reported and recorded on the lost laundry tracking form. Family and team feedback will be reviewed and quality of life results monitored.
2. Clinical software enhancements will be reviewed and evaluated by monitoring past due assessments/care plans to ensure completion. Outcomes will be reviewed at quarterly PAC meetings.
3. LIMT – Enjoyable Meal Times – monitoring through QoL results, family and team feedback. Resident over all satisfaction as reviewed in Resident Council Meetings.
4. Me Forms – all leaders/team to complete education module related to the Supportive Approaches to Care. Resident/family feedback through QoL.



5. Redevelopment of Building – Residents will be completely moved by target dates. Feedback from residents/families/team on the move process and on the new space. Review at resident Council Meetings after the move. QoL results from residents and families.

