



Continuous Quality Improvement Initiative Report 2022-23

Lead: Wendy Miller, Director of Nursing Care

Village Quality Improvement Priorities:

- Prevent new and worsening skin injuries (skin tears, pressure ulcers, venous and arterial ulcers) by utilizing best practice recommendations focusing on interdisciplinary assessment, education of team members and optimizing the use of clinical software to support wound care management in the village.
- Promote early recognition of residents at risk for emergency department (ED) visits. Provide residents with preventative care and early treatment for common conditions such as dehydration, congestive heart failure and pneumonia which reduces risk for transfers. We are planning a partnership with ProResp to pilot Respiratory Therapy in LTC in the near future.
- Provide enjoyable activities for residents to do on the weekend. Our resident's quality of life has been greatly impacted over the past two years by the pandemic and having to be isolated. This impacted group activities especially on the weekends. We will connect with residents to determine what types of activities they wish to see on weekends and incorporate into calendars. We are also planning new opportunities under Allied Health Funding to expand the supports our recreation teams can offer, specifically in programming for evenings and weekends.

How Priority Areas Were Determined:

- The prevention of new and worsening skin injuries aligns with organizational and provincial priorities. We reviewed CIHI indicators for wounds and we are above the provincial average. We also reviewed gaps or opportunities for improvement identified through inspections and audits.
- When reviewing emergency department transfers, it was determined 9 of 13 transfers were related to respiratory conditions and congestive heart failure; specific care needs which could be supported in the Village. We have previously implemented Core Heart Team to help reduce transfers related to congestive heart failure and recognize an opportunity to engage our partners at ProResp to help us pilot a program to identify concerns related to respiratory conditions sooner.
- A review of our Quality of Life survey results from last year identified an opportunity to focus on enjoyable activities on the weekend. We reviewed contributing factors which included isolation, cohorting and changes to how we could offer programming through the pandemic. In addition, recreation team member supported Village life in different ways, while creatively trying to find ways to engage residents and support communication and visits with family. We want to reset and focus on improving engagement and overall quality of life for our residents.

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

- We will continue to complete our audits, review wound tracker for trends and utilize our clinical software to complete assessments.
- We will evaluate our progress during our monthly RISK Management or Quality Improvement Village Meetings with our Multidisciplinary Team to include the results of the pilot program with ProResp. We will utilize our clinical software reports to track and trend hospital visits.
- We will review our calendars for the number of opportunities for weekend programming. Attendance and engagement of residents will be reviewed using Activity Pro. We will seek feedback from residents through Council and will review our Quality of Life report to identify any increase in the percentage of residents who respond positively to “I have enjoyable things to do here on weekends”.
- The outcomes of all of the above priorities will be shared at a Neighbourhood level utilizing Schlegel Villages huddle format and/or shared with Village Team through Cross Roads. It will also be communicated with Resident/Family Councils. In addition, this will provide foundation to our upcoming 2023 QIP submission. Applicable areas of focus will be communicated at the Village PAC Meetings.