



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

DESIGNATED LEAD: Cheryl Ridler, Director of Quality and Innovation

QUALITY IMPROVEMENT PRIORITIES 2023-24:

1. Reduce the total number of monthly falls by highlighting high-risk residents on each neighbourhood and utilizing our kinesiologist for support. This would reduce the risk of injury related to falls and help improve quality of life for our residents.
2. Maintain high infection prevention and control (IPAC) 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. Utilization of the Living in My Today Enjoyable Mealtimes pillar to all neighbourhoods to improve the overall dining experience.
4. Provide enhanced compassionate end of life support to residents, team members and visitors through timely implementation of neighbourhood initiatives such as memoriam displays at time of passing on the neighbourhood, utilization of the palliative care cart and education.
5. Reduce the number of potentially avoidable emergency department (ED) visits.
6. Improve the percentage of resident who respond positively to the statement: "I can express my opinion without fear of consequences".
7. Reduce the percentage of LTC residents not living with psychosis who were given antipsychotic medication.

PROCESS TO DETERMINE PRIORITY AREAS:

1. Improving our residents' Quality of Life is important here at Riverside Glen. Falls contribute to a greater risk for pain, increased immobility, expressions and possible further decline in cognition and functioning. When evaluating the Canadian Institute for Health Information (CIHI) data and monthly fall trends, we were able to identify those who were having the greatest number of falls. From those numbers we will strive towards successfully applying interventions that reduce and eliminate falls resulting in increased quality of life for our residents.
2. The village continues to focus on IPAC initiatives. The COVID-19 Pandemic emphasized the importance of infection control and identified disease-specific 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. Hand-hygiene and IPAC audits help to highlight the importance of establishing and reviewing IPAC standards in the home.
3. Based on results from Quality of Life surveys, dining was identified as an area of opportunity. Riverside Glen wanted to create a more welcoming and comfortable dining experience for all residents. We strive to improve 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 residents, limited visitation and strict IPAC protocols had an effect on prior 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. New end of life supports have been added to those already in place and prior supports reintroduced.

5. Reducing the number of potentially avoidable emergency department (ED) visits can minimize the potential for significant health risks and uncomfortable experiences posed by ED transfers. In 2022, Riverside Glen remained above the provincial average for ED transfers. Identifying the most responsible causes of ED transfers, and focusing on early diagnosis and treatment for these conditions will have a positive impact on our resident's outcomes as well as overall experiences and quality of life.
6. In our 2022 Quality of Life survey, 72% of residents responded positively to the statement "I can express my opinion without fear of consequences". In consultation with our Resident's Council, this indicator was identified as an area that residents would like to improve upon. Riverside Glen is working towards enhancing communication between residents, families, and the village, as well as increasing opportunities for giving and receiving feedback.
7. Antipsychotic medications are important for treating conditions that cause or involve psychosis. Minimizing the use of these medications or discontinuing these medications for residents who no longer require them can reduce side-effects and improve quality of life. Based on data from CIHI, this quality indicator was identified as a potential area of improvement. Riverside Glen is striving to meet the benchmark set by Health Quality Ontario.

PROCESS TO MONITOR AND MEASURE PROGRESS, IDENTIFY AND IMPLEMENT ADJUSTMENTS, AND COMMUNICATE OUTCOMES:

1. Our Kinesiologist or delegate will visit neighbourhoods to huddle with the team and identify any concerns with regards to falls (specific residents, equipment issues etc.), and monitor 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 reviewed weekly at Risk Management meetings. A falls report for each neighbourhood will be completed monthly, trends for time and location of falls as well as those residents who have fallen over the month and will be highlighted and distributed to the Neighbourhood Coordinator to discuss with the neighbourhood teams. A Falls Committee consisting of interdisciplinary 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 regular hand hygiene audits, safety audits and IPAC audits we are able to identify 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 provide 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 and residents in conversation and

receive feedback to better understand and evaluate their experience. By doing so, we can continue to make adjustments and improve.

5. Our electronic health-record software allows for tracking of ED transfers. By analyzing data and identifying trends, we aim to identify leading causes of potentially avoidable ED transfers, and discuss these findings at our Quality Improvement Committee meetings. Our Registered Nurses, Registered Practical Nurses, and our physicians play an important role in managing hospital transfers. Providing education to our nurses on the leading causes of ED transfers, and communicating village trends to our physicians will increase awareness. Quarterly registered team meetings will allow for regular education sessions to maximize learning opportunities.
6. Enhancing communication between residents and the village will allow Riverside Glen to focus on issues that are important to our residents. Residents are invited and encouraged to attend Residents' Council upon moving into the village, and we are looking for representation from all neighbourhoods. Meeting minutes are communicated to the neighbourhoods. During quarterly care plan reviews, our nurses are in contact with residents and families to seek feedback on resident care. Annual care conferences allow residents and families an opportunity to meet with our interdisciplinary team to discuss their care.
7. Tracking residents who are receiving antipsychotic medications and identifying residents who may be eligible for review, will allow our physicians to make adjustments to resident's medications where appropriate. Our clinical specialists within our team at Riverside Glen can provide additional support to the physicians by monitoring residents. Tracking the number of residents who have had a reduction in or discontinuation of their antipsychotic medication will allow the village to measure our progress.

RESIDENT & FAMILY/CAREGIVER EXPERIENCE SURVEYS:

Schlegel Villages measures resident and family/ caregiver experience using the interRAI Self-Reported Quality of Life Survey and the interRAI Family Survey on Quality of Life. The survey is made up of a number of statements, and participants are asked to respond with how frequently the statement is true for them – Never, Rarely, Sometimes, Most of the Time or Always. The validated surveys are used internationally and allow for benchmarking across organizations and countries.

Resident survey: Residents who are able, are given the opportunity to complete the survey annually, around the anniversary of their move-in date. Surveys are run year-round to help eliminate bias. New residents moving into the Village are ideally offered a survey twice in their first year; three months after moving in and then again around their anniversary.

Family survey: This relatively new survey was launched in late October 2022. Families/ caregivers were provided a copy of the survey and encouraged to return a paper copy, or complete online.

Survey results:

Quality of Life Reports were shared with our Residents' Council in December of 2022 and January of 2023, and Family Council in July of 2022 and in February of 2023. The Continuous Quality Improvement Committee also received results in November of 2022. Priority areas were discussed within the Councils and CQI Committee which assisted in the development of our Quality Improvement Plan.

QUALITY IMPROVEMENT IN 2022-2023:

In 2022, we implemented regular falls prevention huddles with neighbourhood teams, which has been effective at increasing team member participation in falls prevention interventions.

The village increased the total number of residents participating in the Program for Active Living exercise programs, with the goal of maintaining and improving resident physical functioning.

IPAC became a regular focus on a number of forums last year, with regular updates and discussion occurring during Quality Improvement committee meetings, quarterly Professional Advisory Committee (PAC) meetings, and weekly leadership meetings.

We implemented a number of initiatives to improve the mealtime experience for residents. These include simplified table settings and serving routines to support independence and choice, and reducing the use of carts to minimize noise and enhance mealtime enjoyment.

Palliative care carts were reintroduced to support residents and their families during end of life. The carts provide families information, resources and comfort items to support their loved one.