



## CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

*DESIGNATED LEAD: CANDACE BENNETT, DIRECTOR OF QUALITY & INNOVATION*

### *QUALITY IMPROVEMENT PRIORITIES 2023-24:*

1. Strengthening wound care and prevention program - Continue to see positive trend with more improving wounds than stalled or deteriorating by implementing Wound Care Champions in every Neighbourhood. Wound Care Specialists and Community Partners will continue to offer learning opportunities such as webinars and in-house education to empower the frontline team with wound care knowledge and assessment skills. The Village has also invested in specialized pressure relieving mattress to support wound healing.
2. Strengthening our infection prevention and control program through ongoing promotion of best practices. Focus on education, audit and analysis. Continued collaboration with local Public Health Unit.
3. Emphasize Resident Wellbeing – We will promote our vision for each resident to live with life purpose by fostering meaningful relationships and pursuing their passions. Through the introduction of the Resident Support Coordinator/Social Worker we maintain focus on our residents physical and mental wellbeing.
4. Focusing on avoidable emergency department visits- the Village has welcomed a full-time permanent Nurse Practitioner to support the wellbeing of the residents and provide education to the front-line team to improve skills.

### *PROCESS TO DETERMINE PRIORITY AREAS:*

1. Review of our focus on improving outcomes for resident skin and wound care through the implementation of neighbourhood wound champions and specialized training for registered team. 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 the village will utilize a dedicated full-time IPAC Lead so that IPAC will 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 identified that the Quality of Life indicator "staff have enough time for me" is a priority, as such the village has increased full time PSW and Recreation roles. Village culture also encourages team members to engage with neighbours to share meaningful activity. Through additional recreation aide positions we will support our Shared and Meaningful Engagement initiative. We understood there was a need for an immediate shift to focus back onto resident social engagement and quality of life.

4. Through funding available from the Ministry and our focus on unnecessary emergency department transfers, we identified an opportunity to hire a full time Nurse Practitioner. The Nurse Practitioner provides access to specialized skills and is able to build capacity in our team.

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

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. 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 identified by the neighbourhood wound care champion.
2. Continuing with regular IPAC auditing and analysis, as well as optimizing use of the PCC infection surveillance dashboard will allow us to monitor our ongoing trends. We will continue to work closely with our community partners to implement IPAC best practices and share valuable information through education, social media and Resident and Family Council.
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, Neighbourhood Huddles with frontline team, departmental Team Meetings, and Committee Meetings.

*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:*

Results were shared with residents and their families through Residents' & Family Councils in February 2023 and June 2023 respectively. Results were shared with the team members through huddles.

### *QUALITY IMPROVEMENT IN 2022-2023:*

Over the course of 2022/2023 we introduced new roles as part of our new staffing standards. A full-time assistant director of nursing is dedicated to oversee the IPAC program. A director of quality and innovation oversees the continuous quality improvement program and implementation of the quality framework. Additional PSWs and recreation team members as well as a resident support coordinator/ social worker were hired to improve overall quality of care and quality of life for our residents.

The Village has returned to in-person Resident and Family Council meetings. At monthly meetings we are able to share and collaborate on important village initiatives like QIP, menu changes and village activities. Other in person activities that have returned to the Village are social clubs like the Queen Agers and Men's Club. These group have reinvigorated connection in the village and lifted spirits across the neighbourhoods through planned social events.

Through education and utilization of the PCC assessment tool we were able to improve worsened stage 2-4 wounds from 4.8% to 4.2%.

Residents responded more positively on the Quality of Life survey to being able to go where they wanted on the spur of the moment, improving from 12.6% in 2021 to 33.2% in 2022.

In 2022 the Florence Becker Healing Garden was opened as a space to reflect and relax. The healing garden was a project that was the idea of our residents and designed with their collaboration. And it continues to bloom!