



## CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

*DESIGNATED LEAD:* Samantha McKoy, Director of Quality and Innovation

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

1. *Reducing emergency department transfers:* Through review of available emergency department transfer data, we identified an opportunity to prioritize decreasing the number of residents that are transferred out to the hospital through early detection. In partnership with our health region, we implemented PreviewED (Practical Routine Elder Variants Indicate Early Warnings for Emergency Departments) in January 2023. The use of the Fracture Risk Score (FRS) will help us to identify which residents are at higher risk for fracture. This will support collaboration with the Medical Doctor and pharmacist for pharmacological review and intervention. In addition, we will use our in-village bladder scanner machine to detect urinary retention, so that we can put the appropriate interventions in place and reduce unnecessary hospital transfers.
2. *Reducing wounds:* Our village continues to use preventative measures to reduce wounds. In collaboration with our Innovation Catalyst/Skin and Wound lead, clinical team and TENA representative, we will focus on the management of continence care to improve skin health. We are providing continuous education and training using an interdisciplinary approach on the early identifying signs of skin concerns. We are working to decrease the percentage of long-term care home residents who developed a stage 2 to 4 pressure ulcer or had a pressure ulcer that worsened to a stage 2, 3 or 4.
3. *Improving resident engagement:* Through our QoL (Quality of Life) surveys that provide us with an opportunity to receive our resident's feedback on their life in the village. In 2022, residents were less positive, reporting areas which were not happening frequently enough. The Village is taking this opportunity to focus on the causes and what changes need to be put in place to increase the quality of our residents' way of life in the Village.
4. *Enhancing customer experience:* The Village is consistently striving to enhance our customer experience, through various ways such as education and training. The roll out of Connect the Dots: The Schlegel Villages Customer Experience program will offer all of our team members with the opportunity to create and sustain an exceptional customer experience for residents, families, team members and visitors. Training sessions for Connect the Dots began in early June 2023 to serve as a new education experience for new team member and refresher for long-standing team members when it comes to our customer experience journey.

### *PROCESS TO DETERMINE PRIORITY AREAS:*

1. Avoidable Emergency Department visits data is provided to us from the LHIN, it details that our highest reasons for transfer out to hospital are due to diagnosis of UTI and fractures from the result of a fall. Though our collaboration with the Ontario Health Central region on the PreviewED (Practical Routine Elder Variants Indicate Early Warnings for Emergency Departments) tool, will aid in the indication of early symptoms of a health condition. The use of the FRS (Fracture Risk Score) will help to specify which of our residents are at risk for

fracture based on the results of the scale calculation and the bladder scanner machine will detect urine retention in residents that could be at risk for a urinary infection.

2. During our interdisciplinary discussions and review of wounds from our assessments, trends and CIHI data. The team was provided with a full view of our area of focus, wounds caused by bruises and skin tears. In addition, our Innovation Catalyst, experimented the link between the management of continence care to improve wounds and it is currently being implemented into the education and training for the registered team and PSW team members.
3. Through our Quality of Life survey results, the scores came back low in the domain of “Daily Decisions”. The Village took this time to review the scores with residents, families and team members and through discussions with the Quality Committee, Resident and Family Councils, we found that this area of resident living was greatly impacted as a result of the COVID-19 pandemic.
4. The Village prioritizes continuous learning and improvement, we determined that the Connect the Dots would be very beneficial at this time. As we come out on the other side of the pandemic, we find this program would be important to guide us to refocus on our organizational culture and purpose together as individuals and as a Village.

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

1. With the use of Point Click Care, we will continue to monitor, assess and keep track of trend of the residents that are transferred out to the emergency department and the reasons for the transfers. We will continue with training and support for the rolled out PreviewED tool. We plan to start training for the registered team on the FRS (Fracture Risk Score) tool and bladder scanner machine in July 2023 and from there, we will also continue with ongoing training and support. We will use the tools in cooperation with one another to bring down our hospital transfer rates and help us to observe for potential gaps and adjust our processes accordingly. On an ongoing basis, we will share updates, teachings and concerns with the Quality committee, registered team and team members and encourage them to share their feedback with us as well for recommended improvements.
2. Our Skin and Wound lead continues to monitor and measure the progress of our wounds through skin and wound data, completed surveys and audits on PCC (Point Click Care). The Skin and Wound lead also leads the Skin and Wound committee that consists of PSW team member representation of all neighborhoods where wound data and concerns are shared and preventative measures are implemented.
3. As we come out of the pandemic and restrictions have lessened, we believe that there will be a remarkable increase in residents being fully in control of their daily decisions again. We will continue to measure this by the quarterly Quality of Life surveys data that provides us with an overview that we are heading in the right direction in addition to feedback from the monthly Resident Council meetings. The ongoing progress will be shared with team members, at the Quality committee meeting and Resident and Family Council.
4. The progress of Connect the Dots training will be provided to all Leadership and team members of all disciplines. We will measure and evaluate the effectiveness of the program in our Village through tracking of the attendees that complete a training session, interactions with residents, families and team members and check in huddle sessions for feedback from team members. Progress of the program completion will be communicated to the councils and at the Quality committee meeting.

## *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:*

The results from the surveys were shared with residents at Resident Council meetings on February 15<sup>th</sup> and March 15<sup>th</sup>. Results from the resident survey were shared with Family Council on February 4<sup>th</sup> and May 8<sup>th</sup> and family survey results shared on May 8<sup>th</sup>. Results were also shared with team members at neighborhood huddles.

## *QUALITY IMPROVEMENT IN 2022-2023:*

Throughout 2022, we made numerous improvements such as the following:

- Our Village added additional recreation team members in October 2022, recreational support increased from 3 full time team members to 6 and increased programming in the evenings and on weekends.
- As per our third quarter (July to September 2022) CIHI data, Sandalwood Park's falls continue to trend below the provincial average, Ontario at 15.4% and Sandalwood Park at 14.1%.
- Sandalwood Park continues to remain below the provincial average for Residents with pain, Ontario at 3.9% and Sandalwood Park at 1.4%. For Residents with worsened pain, we are also below the provincial average with Ontario at 9.1% and Sandalwood Park at 3.7%.
- In collaboration with our BSO Nursing Lead, the Geriatrician and Geriatric Psychiatrist, we reduced the percentage of residents taking an antipsychotic medication without diagnosis of psychosis from 40.6 in Q1 2022 to 9.4% in Q1 2023.
- In addition to our update to the point of care system, in August 2022, Schlegel Villages rolled out the ME (My Experience) Form as a recreation assessment. The ME form provides knowledge to getting to know our residents while also aligning with the 7 elements of well being and our commitment to the Living in My Today dementia philosophy.

The Village ensures that all improvements are shared with team members and leadership through Quality Committee meetings and neighborhood huddles, with Residents through Resident Council and with families through Family Council.