



## CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

### *DESIGNATED LEADS:*

Ripu Phull, Assistant General Manager (Administrator)

Raman Dhaliwal, Director of Quality & Innovation/ RAI coordinator

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

1. To improve orientation and training to new team members to ensure the education remains current and relevant to the specific job routine. Also, to ensure the orientation checklist is completed by the team member and their direct leader to set the team member to succeed once orientation is completed. To continue to review the onboarding surveys for additional feedback and adjust needed.
2. To improve our day-to-day interaction between team members and residents to know the story of their life. This will be facilitated through maintaining the top 10 frames upon move-in and educating team members on the purpose of top 10 frames to help support the positive connection between team member and resident, and to know more about them.
3. To improve the skin and wound program, to increase overall awareness and education to residents and family members. This will be established through education from interdisciplinary skin and wound committee and skin innovation committee about prevention of the skin and wound. Also working closely with point click care to make improvements in clinical software.
4. To increase awareness and education on end of life, and to support the end of life with whole holistic approach. This will be established through education from interdisciplinary pain and palliative committee which will be open to front line team member, family members and residents. Also ensuring POET remains current to the wishes of the resident.

### *PROCESS TO DETERMINE PRIORITY AREAS:*

1. We identified the need to focus on team member orientation through one-to-one feedback when reviewing orientation checklists and review of our team member onboarding surveys. The opportunity has also been highlighted through ongoing education and the desire to remain current with ongoing clinical software updates.
2. The implementation of our signature program, Living In My Today (LIMT) is part of our organizational and village operational plan. We are focusing on the program's thoughtful design pillar: Intentional use of colour, contrast, familiar furnishings, and décor create a sense of comfortable familiarity. Our living in my today program is both a philosophy and a program which supports people living with dementia throughout their journey to live a meaningful life.
3. We reviewed our performance related to available benchmarks and identified the need to focus on our skin and wound program, especially as it relates to the number of wounds acquired within the village.
4. We identified the need to focus on pain and palliative through continuous quality improvement audit, program evaluation, feedback from a Ministry report and overall review of the program.

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

1. Our training and orientation program lead will be conducting a monthly quality check to review onboarding surveys. Completion rates of onboarding surveys and orientation checklists will be reviewed. The training and orientation program lead will also ensure the orientation template remains current to help team member to succeed. This will be reviewed with leadership team monthly starting July 2023.
2. Our recreation team will ensure that each new resident moving in has a 'Top 10' frame completed within the first month of their admission to village.
3. Our skin and wound committee is meeting quarterly to review trends, which includes, how wounds were acquired and progress of wounds to determine area of focus. Our Village Innovation Catalyst will educate non-clinical team members (Recreation, Housekeeping, Food Services) through skin health posters and focused huddles on all neighbourhoods.
4. Our pain and palliative committee will be meeting quarterly. Our pain and palliative community partners are available for education sessions for team members. Registered team members will be educated on POET to capture resident's wishes, values and beliefs related to end of life care.

*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 from the surveys will be shared with Councils at the beginning of each year when reports are generated. We engage and consult our Councils to identify areas of opportunity.

Team member survey results from 2022 were posted on neighbourhoods, Crossroads and shared in neighbourhood huddle in January 2023.

*QUALITY IMPROVEMENT IN 2022-2023:*

- We successfully completed My Experience (ME) forms for all new residents and 90% of existing residents.
- We expanded our Continuous Quality Improvement (CQI) committee to align with legislative requirements of the Fixing Long Term Care Act.
- We implemented a Director of Quality & Innovation role in January 2023 to provide primary responsibility, planning, coordination, evaluation, training, and development of the Village continuous quality improvement program.

- We introduced a Resident Support Coordinator role in May 2022 to support and foster a holistic and resident-centered care approach that includes advocacy, education and communication on behalf of residents and their families. To promote an optimal quality of life for residents, by building on a person's strengths with dignity and respect and ensuring their rights are honoured.
- We have added more recreation programs on the evening. Every full-time recreation team member is working one evening shift every week and village is hosting a pub night every 3<sup>rd</sup> Friday.
- We have identified a mentor for Mentorship program, who is a frontline team member and provides a welcoming experience for our team members into the Village. We have introduced companion app training for new hire personal support workers.
- Occupational health and safety committee is established with majority of front-line team members, health and safety board is updated with relevant and current information.
- Point Click Care enhancements were rolled out in July 2022 to provide efficiencies, support decision making and provide better communication.
- We have improved recreation and Program for Active Living (PAL) programming throughout the Village, to provide a better quality of life for our residents. We have increased recreation hours and enhanced our PAL team with a Student Kinesiologist.