

CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2024-25

DESIGNATED LEADS:

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QUALITY IMPROVEMENT PRIORITIES 2024-25:

1. **“Staff Respond to my suggestion”** To improve our customer service experience by reintroducing Schlegel Villages signature program, CONNECT the Dots Customer service training program.
2. **To reduce worsening wounds and improve the Skin and Wound Care program;** by educating and promoting awareness of trends, and strategies for improvement across the interdisciplinary team.
3. **Reducing the use of antipsychotic medication for residents without the diagnosis of psychosis;** by reviewing those residents who are prescribed antipsychotics and determining if we can reduce or discontinue any medications. We will also conduct team huddles and utilize the Personal Expressions Resource Team to brainstorm non pharmaceutical interventions that can be utilized.
4. **To improve recruitment and the onboarding experience;** new team members will have a straightforward process from the interview to the first day on the neighbourhood. Ensuring orientation checklists are completed and the mentorship program in the Village is utilized.

PROCESS TO DETERMINE PRIORITY AREAS:

To determine our priority areas, we reviewed our CIHI results and compared them to our previous results and Ontario benchmarks as it relates to resident care. We analyzed survey results for resident Quality of Life, Family Quality of Life, and Team Member Engagements surveys. We looked at our Operational Scorecards to determine areas for improvement based on standards within the organization. We also discussed areas for improvement within the Village at our Residents’ and Family Council meetings, as well with our Continuous Quality Improvement Committee.

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

1. We will review the quarterly results of the 2024 Quality-of-Life survey to identify impact of customer service training, as well as track the percentage of team members trained. Progress and quarterly results of interRAI Quality of Life survey will be shared during quarterly quality improvement committee meeting.
2. We will continue to review our quarterly CIHI statistics to determine improvement based on provincial benchmarks for skin and wound indicators. We will also conduct internal CQI audits and analyze the results.
3. The Director of Care, Nurse Practitioner, and Pharmacist will meet monthly to review residents receiving antipsychotics and discuss the appropriateness of reducing or de-prescribing. We will continue to review our

CIHI statistics to determine improvement based on Ontario benchmarks as well as conduct internal CQI audits and analyze the results.

4. We will speak one-on-one with new team members as well as utilize post-onboarding surveys to gain their perspective of the onboarding experience, analyze the results of our annual Team Member Satisfaction Survey, and review operational score card results related to recruitment and onboarding.

We will review progress towards our goals and discuss additional findings with the Residents' and Family Councils as well as the Continuous Quality Improvement Committee, and in neighbourhood team huddles quarterly.

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 (January to December) 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: The family survey campaign occurred in the last quarter of 2023. The Assistant General Manager emailed a memo to families and caregivers on November 11, 2023 with a link to complete the family survey online. QR codes were also posted around the Village in the neighbourhoods and in the elevators, and paper copies were available in the Village office. The survey closed December 31, 2023.

Results of the surveys:

Residents: The interRAI Self-Reported Quality of Life Survey is designed to capture residents' perspectives of life within long-term care. This survey is recognized globally and helps us compare our performance over time and against others. In the survey, residents answer questions about how often certain statements are true for them. InterRAI has created 5 scales, aggregating correlated statements. A snapshot of the report is included below, along with a brief overview. International benchmarks are from 2018 for both caring staff and social life. As a Village, we were able to survey 52 of our residents in 2023. Performance within all five scales indicate we are within the international benchmarks. Three scales are at or above the median, food and meals, caring staff and social life.

Resident Quality of Life Scales



Social Life: Strengths include providing residents enjoyable things to do on weekends (50% positive responses compared to the organizational average of 38%), as well as the ease residents can make friends here (58% compared to organizational average of 50%). An opportunity is with connecting residents who enjoy similar things.

Food & Meals: Approximately 79% of residents responded positively to mealtimes, this is above the international average of 73%. An opportunity is related to providing more variety in meals as we scored 63% compared to organizational average of 68%.

Personal Control: Approximately 88.5% of residents feel they have control over how they spend their time. Over 73% feel that they have control over bedtime, clothing choices and their ability to be alone when they wish (most of the time or always). An opportunity for improvement is related to going where they want on the spur of the moment, as we scored 46%.

Caring Staff: In 2023, through consultation with residents, family and team, we focused on “knowing our residents”. Through the use of ME forms and Top 10 boards, we were able to achieve 40% positivity, compared to 33% organizational average. 63% of residents also felt positively about having a team member as a friend, compared to 52% organizationally. An opportunity for improvement is with responding to resident suggestions, as residents voiced 21% positivity compared to 47% organizational average.

Staff Responsiveness: Top answers within this scale include, “I am treated with respect by the staff” (81%), “Staff pay attention to me” (79%) and “I get the care and support I need to help me live my life the way I want” (75%). An opportunity for improvement is “Staff respect what I like and dislike” (65%).

Family: The interRAI Family Survey on Quality of Life was developed to measure family members’ experiences and perspectives. Families are asked 25 questions, 12 are core items which are similar with the resident survey, and 13 are unique to the family experience. Similar to residents, families are asked how often the statements are true. Positive response rates are “most of the time” and “always”.

In 2023, we had 34 responses to the survey, compared to 10 in 2022. There are 10 domains, and the attached report shows both domain averages as well as positive responses for statements within each domain. When reviewing our data, there are a few highlights as well as some opportunities identified.

Specifically, our top performers were:

- Engagement in care: 96.6% of families completing the survey felt strongly that they were consulted in changes to their loved one’s care plan and participate in care decisions.
- Visiting experience: 96.6% of families have a positive visiting experience. We have worked hard to ensure our residents and families have comfortable places to visit, and responses from families demonstrate this.
- Respect: 95.2% of families responded positively towards how our team members treat them and their loved ones with respect.

Opportunities for improvement include:

- Activities and belonging: Approximately 22% of families surveyed responded positively to this domain. While 41.4% felt their loved one participated in meaningful activities (higher than benchmarks), only 3.3% felt their family member had a close friend at the Village – whereas 38.5% of residents surveyed responded positively.
- Food and meals: Approximately 69.2% of families surveyed responded positively on average, to this domain. Families reported 66.7% of their loved ones enjoy mealtimes, a drop from the previous year, compared to residents who had a positive response rate of 78.8%. Families also felt the variety in meals improved compared to the previous year.
- Staff responsiveness: In 2023, 72.4% of families had positive response rates for how quickly the team responds when their loved one needs assistance. This was a slight increase from previous year and an opportunity to improve.



Family Survey



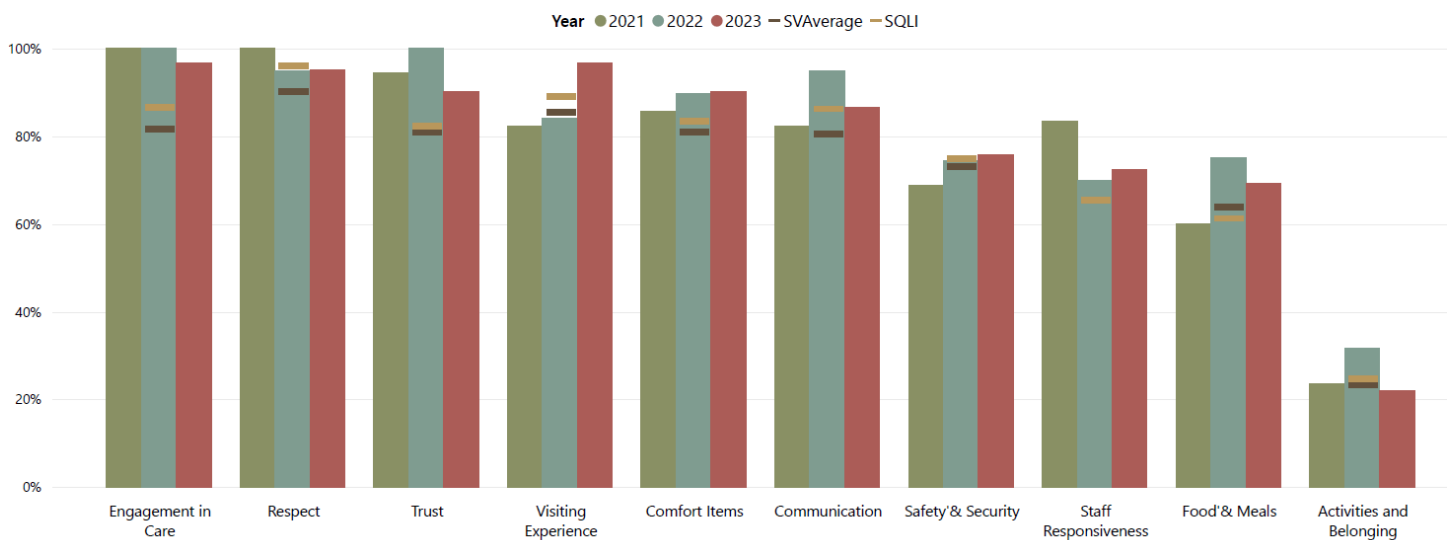
Village	2021	2022	2023
TWLTC	9	10	34

Village

Village

Year

Year



How the results were shared:

Survey results were reviewed and shared on January 25th 2024 at the Residents' Council meeting, and on January 23rd 2024 with the Family Council. The results were shared to the CQI Committee on January 23rd 2024. Survey results for both families and residents were posted on the information board on Main Street for everyone's access.

QUALITY IMPROVEMENT IN 2023-2024:

- The village committed to increasing the positive response to the survey question, "Some of the staff know the story of my life," to 25% from 22.2% in 2020. We successfully implemented the Top 10 Frames in all resident rooms and surpassed our target, with a result of 44.2% based on the survey results in 2023. The implementation started in June 2023 and finished in July 2023. On October 24, 2023, the continuous quality improvement committee was informed of the project's success.
- The Palliative Care Committee resumed on March 22, 2023, and included the participation of recently hired registered team members, recreation team members, 1 PSW and a Palliative Care Consultant from Acclaim Health.
- Float Registered Nurse added April 10, 2023, providing 24-hour support to the registered team in the form of clinical education and guidance in critical thinking skills, resulting in excellent nursing care to the residents.
- We resumed the Skin and Wound quarterly Meetings with the interdisciplinary team on March 22, 2023. We purchased 12 Joerns P.R.O. Matt Plus Air Mattresses in April 2023 for the home and provided product information in-services in August and September 2023 for the interdisciplinary team.
- A Program Awareness Day was conducted on June 27, 2023, to inform and educate family members, caregivers, and team members about the programs and committees offered in the Village.
- We hosted our CARF accreditation survey in August 2023, where our residents, team and families participated. Schlegel Villages successfully received a 3-year CARF accreditation in September 2023. Results were shared with the CQI Committee on October 24th 2024, and with the family council on January 11, 2024
- The recreation department purchased two Duet bicycles (wheelchair-accessible bicycles) for resident use and enjoyment, implemented in June 2024. Additionally, 7 recreation team members received additional training on the Meaningful and Active Engagement Program on May 16th, 2024. These initiatives were shared with the continuous quality improvement committee before they were implemented at the January 23rd, 2024 meeting.