



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2023-24

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QUALITY IMPROVEMENT PRIORITIES 2023-24:

Our quality improvement priorities, as identified in our Quality Improvement Plan, include:

1. Reducing Avoidable Emergency Department (ED) Transfers

Wherever possible, we want to provide care for our residents within our own walls. We strongly believe in the values of consistency and comfort. Transfers to and from the Emergency Department can be stressful on residents, families, and team, straining the resources of nearby hospitals, so we only want to do this when it's truly necessary.

2. More Meaningful Engagement Using Knowledge of Residents' Personal Histories

Every resident has the opportunity to complete a "My Experience Form" upon move-in, which allows them to tell us their life histories, preferences, and beliefs. We want to ensure more of our team members have knowledge this vital information so that we can provide more personalized and meaningful care to each person.

3. Preventing Skin Wound Progression and Promoting Quick Healing

As we age, our skin becomes more fragile. For those with decreased mobility, the chances of developing a pressure injury or skin tear are increased. Any skin wound can negatively impact quality of life, and if it cannot heal quickly, the impact to quality of life grows deeper. It is therefore our steadfast goal to prevent skin wounds from worsening, and to promote their quick healing.

PROCESS TO DETERMINE PRIORITY AREAS:

In March 2023, The Village of Winston Park was redeveloped to include residents from Pinehaven Nursing Home as well as welcome new residents. We have grown from 95 residents to 224.

Priority areas were decided based on guidance from our continuous quality improvement (CQI) committee, which includes representation from previous Village teams. We reviewed results from our resident experience surveys, potentially avoidable emergency department visits and CIHI data.

With the expansion and merge of two Villages, there was a unique opportunity to 'know our resident', help prevent hospital transfers and improve skin health, and these three areas became our priorities for the year.

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

We will monitor progress towards our targets set through quarterly reviews of reports – Quality of Life, ED Visits and CIHI. If any adjustments are needed, we will discuss and communicate to all stakeholders in writing.

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 organization-wide in late October 2022. Due to Winston Park's fast-approaching move date, the survey was not fully adopted at our villages and had few responses when distributed at Pinehaven. However, now that we are settled in our blended village and our new building, we plan to launch the survey this summer to collect much-anticipated feedback from families in this exciting new stage of village life.

Survey results:

Anonymized and aggregated survey results are typically shared at a Resident Council meeting during the first few months of the following year. This year, due to the village-wide focus on moving into our new building, the survey results were discussed in June.

QUALITY IMPROVEMENT IN 2022-2023:

Improvements based on previous QoL results

From our 2021 Quality of Life surveys, we identified a few key areas of opportunity which are supported with the redevelopment of Winston Park and the new amenities it offers:

1. Our neighbourhood design includes more resident spaces to interact. Residents have access to a large living room with comfortable seating, a cozy den, spacious spa rooms, a country kitchen, a hobby shop complete with a washer and dryer, a café, and a three-season terrace.
2. More flexible options for when to get up for the day and eat – our new building boasts many helpful amenities, but one prime advantage is an open servery on each neighbourhood. This allows residents to eat at more flexible times without needing to adhere to a specific meal schedule.

Other improvements made in 2022

Apart from the Quality of Life surveys, we identified an opportunity to improve how we deliver person-centred care. Our organization has created the "My Experience (ME) Form" which intends to collect residents' personal histories, preferences, and beliefs, but at the beginning of 2022 we had not implemented this form with most of our residents.

Throughout 2022, we implemented ME Forms for almost all of our residents, allowing them to tell us their stories and helping to influence their plans of care. Our progress was reported at quality committee meetings, and completed ME Forms were added to binders in resident neighbourhoods for caregivers to access.

Through conversations with our committee, we realized we could make better use of technology to stay connected and share information across boundaries. In 2022 we employed our new Secure Conversations service to streamline communication between the registered nursing team and our physician. We used online meeting tools during outbreaks to meet with family members and minimize disruption to our resident recreation programs.

After our CQI committee audited our daily nutrition carts in our previous village, we discovered there was an opportunity to serve more diverse and healthy options for resident snacks. In late 2022 we started including more fresh fruit and more snacks tailored for varying texture requirements.