

2022 Quality Improvement (QI)- Mid-Term Summary Report

We have established a QI team that meets monthly which consists of the Administrator, Clinical Manager and staff from the Dietary, Nursing, Environmental and Recreation departments.

We are also establishing a multi-disciplinary team that will meet quarterly and will consist of the NP's, Physiotherapist, Pharmacist, Medical Director, Dietary Manager, Environmental Manager, Therapeutic Recreation Manager, DOC, Administrator, Clinical Manager and Best Practice Team leads.

Resident Satisfaction Surveys

Survey consisted of 7 questions, 40 residents were surveyed.

Question 1: Are you happy with the overall care you are provided? Result: 75% rated 3 out of 5 or higher

Question 2: Do staff listen and address your concerns? Result 80% rated 3 out of 5 or higher

We decided as a QI team to work on creating a better survey with more questions which allowed for more feedback from our residents.

Falls

Fall reduction continues to be a priority for our home. Fall reduction was an initiative that we worked on implement with the RNAO in becoming a Best Practice Spotlight Organization.

Ontario percentage rate in June 2022 was 16.4%

CAMA Woodlands rate was 14.3%

We will continue to work on falls reduction, through purposeful rounding, logging resident falls, weekly meetings and staff education.

Person and Family Centered Care

We are working on educating our staff on person and family centered care.

We have also put signs up around the building indicating: this is the resident's home, we just work in it.

Improving our surveys will go a long way in establishing a new baseline to help us see what areas we need to improve on.

Palliative Care

With the Fixing Long Term Care Act going into effect in April 2022, ensuring resident's palliative care needs are being met has become a focus.

We have established a multi-disciplinary assessment on point click care called: Interdisciplinary Assessment of Palliative Care Needs. It done on admission, yearly and as needed.