

**2022 Quality Improvement (QI)- Year End 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.

These meetings will happen after each PAC meeting starting in 2023

**Resident Satisfaction Surveys**

Our monthly QI team has been working on creating a better survey to give to our residents.

We have developed a final draft that we will get our residents to complete.

Our goal is to gather as much information as we can so we can try to improve the care our residents receive.

We have also come out with a new family survey that will be distributed to our families to get their feedback as well.

**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.

CAMA Woodlands rate was 13.9% in the second half of 2022.

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

100% of our staff have been educated on falls.

## **Person and Family Centered Care**

We have worked 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.

100% of our staff have received education on the resident bill of rights

## **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.

Some of our goals that we are including in our 2023/2024 QIP are:

1. Reducing number of ED visits with a goal set at 12%
2. Reduction in use of anti-psychotic medications without a diagnosis with a goal set at 8%
3. Polypharmacy reducing the number of medications that our residents take on a daily basis with a goal set at 9
4. 3 day bowel and bladder diary to be completed on all new residents to be completed 3 weeks after admission
5. Better collaboration with BSO to ensure recommendations are communicated to front line staff to ensure resident gets the best possible care
6. All PSW's to receive training in skin and wound protocols