

Chippawa Creek at Bella Care Residence

Quality Improvement Plan

2024

Overview

Chippawa Creek at Bella Care Residence is a 160 long-term care home located in Niagara Falls Ontario

Home's Mission

Chippawa Creek at Bella Senior Care Residence strives to provide enriched life experiences to seniors through innovation and creativity

Quality Improvement

Our Quality Framework outlines the ways in which our home is supported to achieve success in all aspects of quality with a focus on quality of life, safety, compliance, and resident satisfaction. We are responsible for driving our quality improvement plan. We work closely with clinical consultants who provide ongoing support in our home's quality initiatives. Our strategic direction and the initiatives that support the plan also meet or exceed standards set by Accreditation Canada, and meet the requirements of our LSAA.

Our home's Continuous Quality Improvement (CQI) Committee uses the CQI Framework in alignment with our strategic quality priorities to identify priority areas for quality improvement in our home, make recommendations, monitor and measure progress, identify and implement adjustments, and communicate improvement outcomes for the current and following year. Results are shared with residents, families, team members and external partners to support our priorities, targets and activities.

We measure and monitor our quality initiatives using data accuracy and quality indicator score cards. Home-level quality reports are circulated monthly and reviewed, to help monitor progress and drive meaningful conversation at each home's continuous quality committee meetings. Performance monitoring is a key part of driving our performance and includes but is not limited to the following:

- Monitoring key quality indicators

- Internal audits
- External audits
- Program evaluations
- Resident Satisfaction Survey results

Active priority areas for quality improvement in our home are:

1. **Falls prevention** – 15%

Our Approach – Mitigate the risk of falls when leaving a resident alone by addressing the 4 p's (position, possessions, pain, prompted toileting), ensuring the environment is safe, monitor potential side effects from medications, ensure transfer equipment is close by and safe to use. April 1, 2023 to March 1, 2024=17.1%

2. **Inappropriate Use of Antipsychotics** – 17.3%

Our Approach – Physician, RN, Pharmacy consultant and admission clerk collaborate prior to move in date to discuss the ongoing need for the medication, if an appropriate diagnosis is in place and if deprescribing is possible. BSO lead to provide input during medication management meetings and prn. Pharmacy consultant makes necessary recommendations during site visits. April 1, 2023 to March 1, 2024=28.6% (Was 55% at this time last year)

3. **Restraint Reduction** – 2.5%

- Our Approach – Discussion with family, resident and staff regarding potential risks of injuries due to restraint use. Alternatives can be reviewed at falls meeting as well. April 1, 2023 to March 1, 2024=1.4%

4. **Worsened Stage 2-4 Pressure Injury** – 2%

- Our Approach – We have a wound care nurse once a week who collaborates with the nurse practitioner to promote skin integrity. Early identification of altered skin has been a key to successful healing. We work with our skin care provider to provide education as necessary. We have purchased new beds that can convert to bariatric and apply therapeutic surfaces. April 1, 2023 to March 1, 2024=0.8%

Access and Flow

We are committed to working closely with our community partners including our regional Home and Community Care Support Services team, hospitals and business

partners to ensure safe and effective care of residents across the organization and at the local home level. We do this through ongoing relationship building and partnerships with health system partners such as local long-term care homes, regional IPAC hubs, Ontario Health teams and various regulatory authorities. In addition, our partnerships extend to our Medical Advisor and Attending Physicians as we work to improve medication management, clinical care and reduce unnecessary ED visits. We strive for excellence through our focus on quality and safety and opportunities with our partners to participate in research.

The success of this QIP requires collaboration with multiple partners, including: Behavioural Supports Ontario for resident transitions, strategies to decrease resident behaviours and appropriate use of antipsychotic medications, Ontario Association Resident Councils, Ontario Long Term Care Association, Nurse practitioner for knowledge, knowledge application and education, vendors such as Medline for nursing supplies, Prevail for continence, skin care products and education, Care 24 Pharmacy, hospitals.

Equity and Indigenous Health

We are committed to incorporating an equity lens into all our quality improvement initiatives. We offer materials in several languages, and our focus on QI initiatives to improve care includes vulnerable populations.

We develop a cultural competency and diversity plan that addresses how it will respond to the diversity of its stakeholders as well as how the knowledge, skills, and behaviors will enable personnel to work effectively cross culturally by understanding, appreciating, and respecting differences and similarities in beliefs, values, and practices within and between cultures.

In developing a cultural competency and diversity plan, we look at the diversity of its community, internal and external stakeholders and potential changes in demographics to be proactive in education, training and service delivery.

Resident Experience

Chippawa Creek at Bella Senior Care Residence actively engages our residents and families. We promote transparency with residents and families by requesting their feedback in various activities such as quality improvement projects, annual resident satisfaction surveys which we use to gauge our quality improvement measures, various committees, resident and family councils and town hall meetings. Our ongoing goal is to incorporate feedback to continually improve quality of life and safety by ensuring the care each resident receives is reflective of their individual needs and wishes.

Our 2023 Resident and Family Experience Survey Results:

Date of Surveys: Our satisfaction survey was combined for residents and families November 30, 2023 and the results were tallied on Dec 11, 2023
Would you recommend this home? Result: 97 % said yes

Top three areas for improvement from survey includes:

- 20% were dissatisfied with the laundry service return time and putting proper personal clothing in proper rooms
- 11.4% thought the temperature of the food needed to improve
- 14.3% believe the communication from the home is not clear and timely.

1)Laundry- Auditing of laundry carts to ensure proper labeling is done and clothes are given to correct resident had started back in August when the residents originally started to complain about their clothing.

2)Food temperature- Purchased new cambro carts and lids for meal plates
Discuss food temps at food committee meeting

3)Communication- Create a newsletter for residents and families. Compile a list of emails for resident's families.

- Resident council has a very strong voice and would like to see staff receiving more education on how to do their job more effectively.
- Resident council received the information at their meeting on Dec 13 and was posted in the RC binder on Council binder on Dec 23, 2023 . It was shared with family council by email on Feb 28, 2024

Provider Experience

Chippawa Creek at Bella Senior Care Residence engages with staff and leadership in sharing quality improvement goals and commitments. This is achieved through bench marking, using experiences of other homes to share best practices, annual quality and strategic planning conferences and participation in the Ontario Long Term Care Association and annual quality forums. Our annual employee engagement survey provides an opportunity for team members to give their feedback on various issues such as staff satisfaction, innovation, and work environment.

NOTE: We currently do not have any special projects on the go in regards to research, pilot projects, or Physician-led opportunities.

Resident Safety

Despite the best efforts of healthcare professionals, adverse events sometimes happen in healthcare settings. Adverse events can be devastating for patients and healthcare providers who are part of or witness these events. When a resident experiences an unanticipated outcome or a medical error occurs, there is an expectation that the healthcare establishment will deal with the event openly and honestly and that the parties involved will accept responsibility, express empathy, and work to prevent the event from happening in the future.

We document, track and trend resident Adverse Events so that we can apply lessons learned from these events and minimize the risk of them happening again. One of the most important aspects of good event management is creating a work environment where all employees, residents and their families feel they can speak up and report issues, concerns and even mistakes. Chippawa Creek at Bella Care Residence is committed to creating a “just” organization culture. This culture:

- Encourages openness and frankness in identifying and reporting Adverse Events
- Focuses on interdisciplinary learning and an organizational commitment to applying lessons learned.
- Fosters an environment that promotes safe behaviour choices.
- Supports disclosure where appropriate.

Incidents that provide an opportunity for improvement are shared with team members through town halls, daily huddles, and regular meetings/committees to increase awareness and seek feedback to understand root cause so that strategies put in place are effective. We look for opportunities to re-educate our teams to ensure awareness of new learnings and review of processes.

Population Health Approach

Chippawa Creek at Bella Senior Care Residence population consists of mainly over 65years of age. We currently have 9 residents who are 65 and under, 5 residents who are 100 and over and 3 bariatric residents.

For the younger population, the recreation manager has purchased a basket ball net, pool table, air hockey game and work out equipment. Music programs are geared to all ages and music trivia is based on various decades. Social work referrals are sent to assist with transition and coping with being admitted into Long Term Care.

Many Montessori based programs and remembrance-day services are specifically geared to the population of over 100 years of age.

During social events, bariatric residents are offered sugar free options.

Specific bariatric beds were ordered for the residents requiring them. The home has now ordered all new beds that can convert for length or width to be able to accommodate bariatric residents easily.

Chippawa Creek at Bella Care Residence Contact Information/Designated Quality Lead

Veronica Swartz, Administrator 905-295-2727 ext 502 vswartz@ppsl.com

Mary Tetlock, Quality Lead 905-295-2727 ext 506 mtetlock@ppsl.com

Other

Our morning meetings continue to be a platform where the nursing and leadership teams discuss all resident related concerns including but not limited to:

New admissions, change of status, pain and medication management, skin wound, continence and catheter care, increase behaviours, anti-psychotic med change, residents on isolation, new antibiotics, falls, nursing interventions, restraint or PASD, Oxygen therapy, resident appointments, follow ups needed, family and resident concerns, meeting and CQI items

Sign-off

Executive Director/Administrator: Veronica Swartz

CQI Committee Chair:

Quality Lead of home: Mary Tetlock

Regional Director:

Corporate Quality: