



# 2022 Quality Progress Report

Caressant Care McLaughlin

March 2023

Caressant Care Nursing and Retirement Homes Ltd.

## **Brief Summary of Quality Improvement Achievements fiscal year 2022:**

### **Building and Environmental Improvements:**

Within the last fiscal year air conditioning has been provided in all resident bedrooms

We also had additional building and capital improvements such as:

1. Replaced boilers.
2. Painting common areas and resident rooms
3. Carpet replacement

### **Clinical Programs:**

The following clinical programs were revised and rolled out last year: Skin and Wound Program, Plan for CPR (Advanced Directives) and Palliative Care. Further enhancements to the medication management program included the re-implementation of secured conversations and phase one of e-prescribe in Point Click Care (PPC) to support safer medication administration practices.

### **Communication and Technology:**

Caressant Care continues to update and restructure our online learning management system to ensure required education modules are available and current. In 2022 we transitioned to a new electronic policy software platform with improved search functions and the ability to quickly update and revise, if necessary, which provides a user-friendly system for team members.

We have altered our communication strategy with more mobile devices, so we were able to connect residents and people of importance to them virtually. We continue to encourage the use of virtual technology and software to participate in Communities of Practice both internally within Caressant Care and externally with our community partners.

### **Compliance and Conformance**

The corporation continues to manage any areas of non-compliance through our centralized reporting system. Further enhancement to this system included the sharing of "Compliance Communication Tip" sheets for all departments in the homes. Caressant Care continues to support a learning environment as it pertains to compliance by sharing information about inspections with all homes through our Compliance Key Messages program.

**Infection Control:**

Caressant Care recognizes the correlation between infection control practices and keeping our residents safe. Based on lessons learned during the height of the COVID-19 pandemic and the implementation of the Fixing Long-Term Care Act, 2021, our Pandemic Plan and several IPAC policies were reviewed and revised. Additionally, Caressant Care has supported the introduction of dedicated IPAC leads. The re-implementation of the IPAC Module in PCC along with the development of various corporate tracking tools has now allowed for homes to begin trending and analyzing of IPAC data.

**Resident and Family Experience:**

Survey links are provided and are open for completion throughout the year, and summarized semiannually with results returned to the home, (if adequate participation). Results are communicated and reviewed for improvement initiatives. This process supports a nimble turnaround time for actionable items.

**See:** Resident and Family Satisfaction Survey Summary Sheet

**Quality Program**

Our electronic software documentation system has revised their quality program “Insights” which can expedite report options and help to create reports that can be shared and discussed.

We have revised and updated many of our policies, education packages, program audits and operational audits to reflect and improve quality practices and to align with the Fixing Long-Term Care Act and regulations.

**See attached for summary of our 2022 priority Quality Improvement Initiative.**

**Theme III: Safe and Effective Care | Safe | Priority Indicator**

	Last Year		This Year	
<b>Indicator #1</b>	<b>18.18</b>	<b>10</b>	<b>23.62</b>	<b>20</b>
Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment (Caressant Care on Mclaughlin Road)	Performance (2022/23)	Target (2022/23)	Performance (2023/24)	Target (2023/24)

**Change Idea #1**  Implemented  Not Implemented

Residents will be provided with medications appropriate to their diagnoses and to promote safe care outcomes this indicator will be monitored and reviewed.

**Target for process measure**

- To reduce residents % LTC residents without psychosis who were given antipsychotic medication to 10 % by end of 2022.

**Lessons Learned**

Changes were implemented as planned, although the home did not meet the target, we are currently less than 3 % above the provincial average. This will remain a priority quality improvement initiative plan for 2023 with a revised target.