



# 2022 Quality Progress Report

Caressant Care Harriston

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 bedroom, Hallways and Lounges. We also had additional building and capital improvements such as: new windows in residents' rooms, Wander Guard System at the front door to alert for wanderers, installed new speakers for fire alarm and paging system and provided a temporary smoking shelter.

### **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:**

Caessant 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 Caessant 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. Caessant 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:**

Surveys are completed throughout the year, and summarized semiannually with results returned to the home, to be communicated and reviewed for improvement initiatives. This process supports a nimble turnaround time for actionable items.

We had some positive results indicating a high level of satisfaction with areas on the Resident Satisfaction Survey, Some examples are below:

- ✓ Residents' incontinence products meet needs – 94 %
- ✓ Residents get the health services they need – 95 %

Families additionally had positive feedback in many areas, some examples are:

- ✓ Loyalty Question – Would you recommend this organization to others? 96%
- ✓ Families feel that the home offers good care and support to our residents – 97%

Based on feedback received from family members we have revised our Satisfaction Survey process to indicate no response if families are unable to answer due to communication issues or a diagnosis of dementia or Alzheimer's.

**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.

**Please see attached for our priority Quality Improvement Initiative Progress Report for 2022.**

**Theme II: Service Excellence | Patient-centred | Custom Indicator**

	Last Year		This Year	
<b>Indicator #1</b>	<b>74</b>	<b>80</b>	<b>75</b>	<b>80</b>
Resident Voice				
Percentage of residents responding positively to the statement "I can express my opinion without fear of consequences". (Caressant Care Harriston)	Performance (2022/23)	Target (2022/23)	Performance (2023/24)	Target (2023/24)

**Change Idea #1**  Implemented  Not Implemented

Caressant Care will endeavour to provide information and education to residents and others, so they are empowered to express their opinion without fear or consequences.

**Target for process measure**

- Overall 80% positive response to the statement "I can express my opinion without fear of consequences". (Most of the time or always) by end of year December 2022

**Lessons Learned**

Changes implemented were effective in providing the residents more opportunities to voice concerns. The open door policy additionally encouraged opportunities for residents to express ideas for overall improvements in the home. Key learnings were that communication is crucial for smooth operations and services in the home. We feel our changes did make an impact and that residents were more aware of their rights and more involved in their plan of care.

**Comment**

Changes were implemented as planned, although the home did not meet our target, we did make some progress. This will remain a priority quality improvement initiative plan for 2023 with the same target.