



2022 Quality Progress Report

Caressant Care on Bonnie Place

March 2023

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: a kitchen renovation and new dining room chairs and lounge furniture. We also purchased a sound system for our dining rooms to create an improved dining experience for our residents.

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.

At the end of 2022 we purchased virtual reality goggles, a Snoezelen cart and Touch 2 Play units for our home.

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:

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 feel that staff pay attention – 89 %
- ✓ Residents feel privacy is respected – 78 %

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.

Indicator #1	Last Year		This Year	
	Performance (2022/23)	Target (2022/23)	Performance (2023/24)	Target (2023/24)
Resident Voice Residents respond positively "I can express my opinion without fear of consequences". (Caressant Care on Bonnie Place)	56	85	46	75

Change Idea #1 Implemented Not Implemented

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

Target for process measure

- Bonnie Place will improve residents response to survey question "I can express my opinion without fear of consequences" to 85 % (most of the time or always) by end of the year Dec 2022. To have 95% completion of resident satisfaction surveys by June 30, 2022.

Lessons Learned

Unfortunately, the change ideas that were implemented in 2022 did not have the desired impact. Information was provided to the residents regarding the process for reporting concerns and residents' rights are posted within the home and reviewed during resident council meetings.

This year our approach focuses on improving our customer service approach. We are hoping that the combination of shared information and improved customer service will increase our satisfaction level to 75%

Comment

Although changes were implemented, we did not meet our target, and therefore this will remain a priority quality improvement initiative plan for 2023 with a revised target and a focus to improve.