



Quality Progress Report for 2023

Caressant Care ARTHUR

March 2024

Caressant Care Nursing and Retirement Homes Ltd.

Brief Summary of Quality Improvement Achievements fiscal year 2023:

Building and Environmental Improvements:

- ✓ Installation of Wander Guard-ROAM ALERT system by Georgian Bay
- ✓ Replacement of dining room chairs and lounge furniture
- ✓ Replacement of Ash Wing Nursing Station and Medication Room
- ✓ Upgrades to Laundry Room
- ✓ Complete renovation of Hair Salon/Spa Room
- ✓ 2 of 3 Tub/Shower rooms renovated.
- ✓ Accessibility Signage installed.
- ✓ New paper towel and hand sanitizer wall dispensers installed.
- ✓ New handrail installation complete
- ✓ Replacement of water heaters

Clinical Programs:

The following clinical programs have been reviewed and revised in 2023: continence management, IPAC and responsive behaviours. We are continuing to enhance the use and functionality of our electronic documentation system by scheduling assessments, implementing medication safety bar code scanning and the care plan library.

We also participated in several lunch and learn sessions to enhance care planning knowledge.

Our educational opportunities offered in the Home in 2023 include, but are not limited to:

- Best Practices of Palliative Care
- Skin Care Essentials
- Wound Assessments
- Staging Pressure Injuries
- Pressure Injury Prevention
- Therapeutic Communication
- Situational background assessment recommendation (SBAR)
- Incontinence Care
- Suprapubic Catheters
- Cardex education
- Head to Toe Assessments
- Caring for a Resident with Edema
- Dehydration and constipation

- GI Assessments
- Nephrostomy Tube care
- Lab Values
- Comprehensive Geriatric Assessment
- Early detection of pneumonia
- Reporting Changes in Resident Conditions
- Dementia Care Training for
- Pain Management
- Outbreak Management
- How and when to review a Care Plan
- Post Fall Head Injury Routine for Fall Management Program
- Safe Feeding
- Palliative Performance Scale (PPS)
- Commode and Shower Chairs
- Introduction to Care Planning and Documentation
- Skin and Wound Policy and Evaluating
- Hand Hygiene
- Customer Service
- Code of Conduct
- Resident Bill of Rights
- Resident Incident Reporting
- Skin Integrity
- Resident Death Notice (RDN)
- Suicide Prevention
- Fall Prevention
- Compliance Key Messaging
- Behaviour Monitoring

Communication and Technology:

Caressant Care continues to update and revise our infrastructure by updating WIFI and connections.

- ✓ Purchase of replacement laptops and new electronic tablets for staff charting and communications
- ✓ Purchase of electronic tablets for resident programs and resident individual use
- ✓ Donation of an electronic reading machine for the less visual
- ✓ Additional gaming systems for a variety of resident programs

Caressant Care continues to update and restructure our online learning management system to ensure required education modules are available and current.

We continue to implement our communication strategy with more mobile devices, so we can 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

In 2023 we began an extensive auditing process. The Comprehensive Proactive Home Visit through the corporate clinical and operations teams with subject matter experts doing a thorough review with several audits for every department. Corporate team members complete various audits and identify gaps. Once completed, a plan is created with corrective actions and dates for implementation.

Additionally, a process has been implemented for any compliance issues, with a monthly call where action plans are reviewed, updated, and revised with opportunities for discussion and support to assist in moving forward.

The corporation continues to manage any areas of non-compliance through our centralized reporting system. 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, and Compliance Communication Tips program.

Infection Control:

Caressant Care recognizes the correlation between infection control practices and keeping our residents safe. Caressant Care has supported the introduction of a dedicated IPAC lead. Monthly community practice calls were implemented for networking and sharing resources. A comprehensive review of all IPAC policies and procedures was completed in 2023 to ensure that policies and procedures are current and align with best practices with a certified IPAC professional.

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.

Equity and Indigenous Health

Caressant Care is committed to driving improved and equitable outcomes to reduce health inequities in our organization and to ensure appropriate treatment of all individuals regardless of race, gender identity and/or expression.

All management and supervisors have completed cultural awareness and safety education modules which includes Indigenous Relationship and Cultural Awareness courses, anti-Black racism, and gender diversity education modules.

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:

- ✓ Staff pay attention to me – 82%
- ✓ Staff respect my privacy – 88%.
- ✓ I can express opinions freely – 85%.

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

- ✓ Staff pay attention to my family member – 100%.
- ✓ My family members feel their privacy is respected – 88%.
- ✓ Staff care and support my family member – 81%.

Based on feedback received from residents and family members we have again revised our Satisfaction Survey process. We have streamlined the survey with relevant questions and created a shorter survey with less options to answer questions and a comment section to provide further feedback, as well as added “if I wish to” as ultimately resident choice is our number one priority.

Quality Program

We continue to revise on an ongoing basis and update many of our policies, education packages, program audits and operational audits to reflect and improve quality practices and to align with the relevant legislation.

Progress Summary from our Quality Plan 2023

Please see attached QIP Progress Report for 2023.

Experience | Patient-centred | Custom Indicator

	Last Year		This Year	
Indicator #1	87	95	82	NA
Resident experience: Overall satisfaction "Staff pay attention/listen to me" (Caressant Care Arthur Nursing Home)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

1. Provide education and awareness to staff to promote Resident’s Rights, customer care, resident-centred care and encourage staff to further engage with residents whenever opportunities allow. 2. Discussion at team meetings and Resident Council regarding survey results and engage staff and residents for their input and ideas to improve. 3. Continue to recruit vacancies and reduction of agency staff to provide consistent care providers who know residents to increase their comfort level and familiarity with those providing care. 4. Enhanced participation of residents and families for CQI Meetings and sharing of information 5. Further promote an open-door policy for staff and managers. 6. Increased staff and resident engagement through programming. 7. Enhanced quality communication board to share results and initiatives.

Process measure

- % increase in satisfaction evidenced by survey results throughout the year

Target for process measure

- The home plans to increase the satisfaction of residents to 95 % by December 31, 2023, to the survey question - "Staff pay attention/listen to me".

Lessons Learned

We need to provide consideration for resident population changes throughout the year. This year there were many competing priorities and some change over in Leadership Team and Nursing (both registered and non-registered).

Comment

Satisfaction differs from residents or families surveyed to this question. We did obtain scores for residents overall 82%, and families overall 100%. We feel satisfied with this score and are planning to continue to improve scores throughout 2024.

	Last Year		This Year	
Indicator #2	CB	80	100	NA
Resident/family experience: Overall satisfaction				
End-of-Life Palliative Care Experience (Caressant Care Arthur Nursing Home)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

1. Renovations to a dedicated Palliative Care Room 2. Identified Palliative Care Lead who will provide enhanced education and knowledge to staff 3. Planned End of Life Care Conferences with updated plan of care, increased monitoring of PPS scores. 4. Engage residents, families and staff to share initiative and ideas for implementation

Process measure

- % positive feedback regarding end-of-life process through survey

Target for process measure

- The home will endeavour to provide a positive experience for residents and families experiencing end of life care, this will be measured through a survey with a score of 80 % satisfied with end-of-life experience.

Lessons Learned

Change Idea was great idea, but the measure was ineffective as it did not allow us to identify what we could be doing better with those that did not respond to our surveys. The surveys returned were all positive, however a low percentage of surveys were returned.

Palliative Care Program participants: 11

Surveys sent out: 11.

Surveys returned: 5.

All surveys returned had positive feedback.

Comment

We feel this QIP was successful and will continue to endeavour to provide a positive end-of-life experience for residents and families.