

Attachment #2 to  
Report No. SS-15-22

# **CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2021**

**Creek Way Village Long-Term Care Home**



## **OVERVIEW**

Located in Burlington, Creek Way Village is a 144 bed Long-term care home owned and operated by Halton Region. Our mission is to provide person-centered care that respects and supports people to live their lives their way. This mission drives our commitment to provide individualized care to residents with the primary goal to provide quality care that is safe. To ensure continued organizational success, the home continuously engages in quality improvement initiatives.

## **IDENTIFYING AREAS OF PRIORITY**

Creek Way Village participates in integrated planning with other Halton Region Long-term care homes in order to take into account organizational priorities and strategic and operational plans. This alignment allows the home to effectively clarify priorities, direct resources, monitor progress and act on results.

Within Creek Way Village there is the ongoing monitoring, analyzing, and evaluating the quality of care and service using key quality indicators, internal audits, program evaluations, resident and family satisfaction & experience surveys and ongoing feedback. These mechanisms are used to identify and determine areas of priority.

Annually, Creek Way Village develops Quality Improvement Plans (QIP's) that include key areas of focus aligned to Provincial system priorities. The overall objective of the homes QIP has remained consistent from year to year with some refinements to change ideas/tactics and targets for improvement. Maintaining focus on core indicators such as resident experience and reducing antipsychotic use and avoidable ED visits, allows us to build on change ideas/tactics as well as sustain and spread improvements. These plans are integrated into the home's operational and strategic planning process. Due to the homes focus on pandemic response, the annual Quality Improvement Plan was paused during 2020 and 2021.

## **CONTINUOUS QUALITY IMPROVEMENT**

Continuous Quality Improvement (CQI) is an essential component of the care and service delivery model. Halton Region's long-term care homes are committed to using evidence-based resources to support and sustain best practices that ensure the best possible resident care. Quality improvement processes are guided by the model of improvement and include use methodologies such as; PSDA, Lean, and Kaizen as well as implementation of evidence based best practices.

Creek Way Village is recognized as Long-term Care Best Practice Spotlight Organization® (LTC-BPSO®) through the Registered Nurses Association Ontario (RNAO). The home has implemented and continues to sustain the following best practice guidelines (BPG's);

- Person- and Family-Centred Care,
- Preventing and Addressing Abuse and Neglect of Older Adults, and
- Preventing Falls and Reducing Injury from Falls, 4<sup>th</sup> Edition.
- Developing and Sustaining Nursing Leadership

As an ongoing practice, Creek Way Village works with the RNAO LTC Best Practice Coordinator to implement new BPGs as appropriate based on ongoing organizational needs assessment.

## PERFORMANCE MONITORING & MEASUREMENT

Creek Way Village's quality initiatives are supported by the homes measurement and accountability systems. Front line staff, managers and leadership staff rely on access to real time data integrate into the regular quality and risk management review processes. Review processes include;

- Performance indicators tracked at the home and program level
- Priority indicators outlined in the Annual Quality Improvement Plans
- Professional Advisory Clinical Indicator Reporting
- Quality and Safety Advisory Incident Reporting
- Municipal Benchmarking Indicators
- Satisfaction & Experience Survey & Other Survey Results

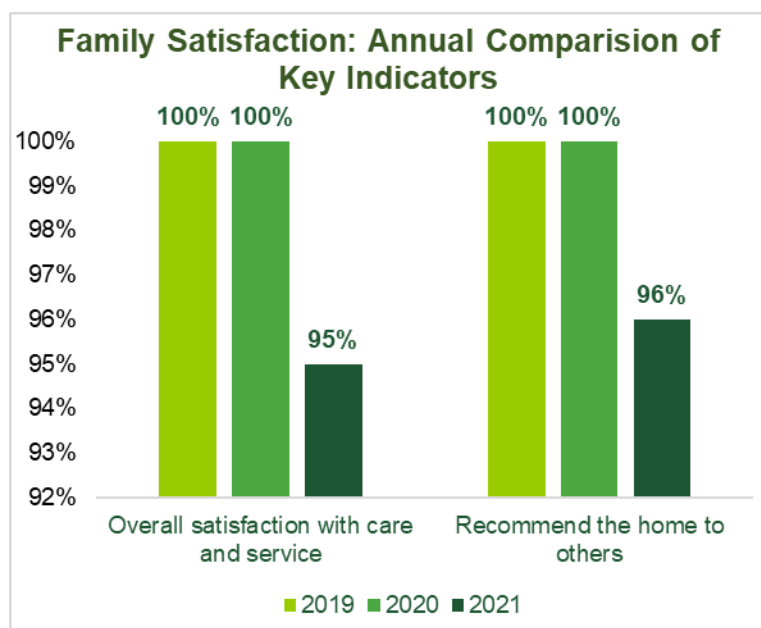
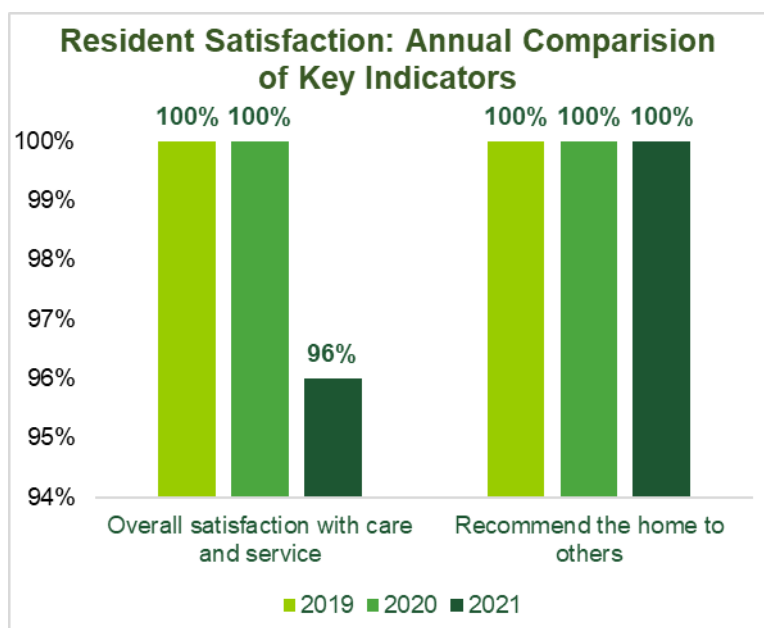
In 2021, Creek Way Village performed above the provincial average on all six key quality indicators.

Quality Indicators	Ontario	Creek Way Village
Daily physical restraints	2.8%	1.2%
Has a stage 2 to 4 pressure ulcer	2.5%	0.1%
Has fallen	16.7%	13.2%
Has pain	5.0%	2.1%
Worsened pain	9.4%	5.3%
Taken antipsychotics without a diagnosis of psychosis	19.3%	11.5%
Worsened mood from symptoms of depression	22.0%	9.7%
Rate of Avoidable ED Visits	15.3%	5.9%

Data Source: CIHI Public Reporting Site, Your Health System

At Creek Way Village, resident and family satisfaction surveys are completed annually. Achieving a high level of satisfaction among residents, clients and family caregivers is a priority and staff use this feedback to support areas of improvement at the home. In 2021, the Annual Resident and Family Satisfaction survey was rolled out in October.

- 100% of residents and 96% of families would recommend the Creek Way Village to others
- 96% of residents and 95% of families are satisfied with the overall quality of care & services



Information and results of surveys and the homes other priority areas and initiatives are communicated to Resident and Family Council's, and provided at Town hall's, in newsletters and posted on the Quality Circle Bulletin Boards located in the home.

## DESCRIPTION OF PRIORITY AREAS FOR QUALITY IMPROVEMENT

Based feedback, assessment and identification of areas for continuous quality improvement, Creek Way Village implemented the following quality improvement initiatives in 2021:

- Ongoing review of CIHI's key quality indicators to ensure home is in alignment with provincial expectations.
- Conduct audits and liaise with pharmacy to identify residents on antipsychotics and ensure diagnosis in place and appropriate medications are provided to the residents.

- Implemented Leadership Best Practice Guidelines (BPG) – use of SBAR tool and PSW reporting off tool in the home.
- Participate in annual reviews of programs including falls, pain management, pressure injuries etc., to ensure goals of program are met.
- Implemented a new admission welcome committee to enhance supports to residents and families on day of admission
- Education for Resident & Family Council with Attends rep annually – for updates on continence products
- Implemented full time Customer Service/Reception staff 12 hours, 7 days/week to support residents and family inquiries.
- Created dedicated Staff rooms on the resident home areas to ensure adequate space for staff breaks and maintaining cohorting practices.
- Increased opportunities for communication i.e. Monthly Departmental Meetings, Weekly Town Hall Meetings, Email Blasts, memos, etc., Refurbished communication boards in blue hallway on 1<sup>st</sup> Floor
- Implemented new staff recognition initiative, “Caught in the Act of Caring”.
- Equipment improvements through replacement of portable lifts and adding of fixed lifts in resident rooms.
- Regular collaboration with IPAC Hub to support education for all staff on IPAC practices and PPE refreshers.

Improvements planned for 2022:

- Building and environmental enhancements including; purchase of new carpet murals for Millcroft Home Area, repainting of Millcroft Home Area resident hallways and common areas, new furniture for Millcroft Home Area Resident Lounges, completion of front lobby/reception renovation, re-purposing of space for additional offices.
- Living the Dementia Journey Education to be provided for all staff.
- Risk Management including; replacement of 3 aging hooyer lifts, successful implementation of new IPAC lead, and successful roll out of new IPAC program to ensure best practice in Infection Control processes and protocols.
- Quality Programs – Successful roll out of our new CQI Program.
- IT – Installation and set up of 5 new, 70 inch, Smart TVs, to enhance the quality of life of our residents and to support residents with visual impairment, etc.
- Participation in a Wifi pilot project to increase consistency, and provide expanded and more consistent Wifi service to our residents, families, staff and home.
- Wellness, Diversity and Inclusion – to foster creation of a new Wellness and Diversity Committee, working with Halton Psychogeriatric and other community partners to

provide education, resources and tools to our residents, families, and teams to further support/promote wellness, diversity and inclusion at Creek Way Village LTC. Implementation of the Not Myself Today Resource, and continuation of a Mental Health Education Series, to be provided with support of Halton Psychogeriatric.

- Accessibility – To increase accessibility and reduce risk of spread of infection, with installation of new no touch and swipe card entry systems throughout our home.

## **HOME QUALITY LEAD CONTACT INFORMATION**

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