



Continuous Quality Interim Summary Report – July 11, 2022

Continuous Quality Lead

- 1) Nikki Mann RN, Director, Resident Services
- 2) Shirley Viaje RPN, Digital Health and Quality lead

The Quality Lead will coordinate a home's continuous quality improvement initiative, as assigned and report to the Quality and Risk Committee on the status of quality initiative.

Executive Director

The Executive Director will ensure the interdisciplinary committee, including resident and family representatives, where possible, is established and functioning as mandated and that an individual is designated as a quality lead for each quality initiative in the home.

Quality and Risk Committee

The home will establish and maintain a formal interdisciplinary committee accountable for providing oversight and strategic direction on quality improvement activities and provide quarterly reports to the Board of Governors. The CQI Committee will (re)develop and approve their Terms of Reference to reflect its mandate.

Identifying Priority Areas for Quality Improvement

Priority Areas are identified through key performance indicators measured within the facility through MDS-Rai assessments, CIHI data provided quarterly, family/resident feedback, and reviewing tracking and trending of concerns. Villa Colombo compares these areas of performances against the Province, quarterly against itself as well as three other large, Long Term Care facilities to gauge performance in clinical areas.

Each indicator below has a brief description and the source:

- Clinical Indicators (MDS-Rai/CIHI, PCC Insight Software, Internal Tracking System).
- Human Resources Indicators (Internal Tracking quarter over quarter with targets established).
- Community Program Targets (Internal tracking against annual targets set with Service Agreement).
- Financial Budgetary Review (Monthly Financial Reviews against the budget and forecasting)
- Resident/Family Concerns and Complaints (Monthly review, track and trend areas for improvement).
- Annual Resident/Family Satisfaction Survey Results
- Current Immediate Risks Identified in the Facility

Priority Areas for Quality Improvement for 2022

1) Antipsychotic Reduction Initiative

One of our main goals as an organization, post-acute pandemic, is Antipsychotics being a difficult indicator to reduce yet most important targets to achieve by developing sustainable process to review antipsychotic usage.

2) Sustaining Best Practice Spotlight Organization Status



Villa Colombo has received Best Practice Spotlight Organization designation from RNAO June 2022. Next steps are to sustain these evidenced based practices implemented and ongoing monitoring.

1. Assessment and Management of Pain
2. Preventing & Addressing Abuse & Neglect in the Elderly
3. Alternatives to Restraints
4. End of Life-Last Days & Hours

Villa Colombo is also participating in the OHT-BPSO collective designation with many external health care agencies since December 2019. Complete gap analysis and collective recommendations have been identified to ensure all agencies across the health care spectrum are aligned and implementing practices/processes complimenting and supporting family resident needs from all levels of care.

1. Person Family Centered Care
2. Preventing Falls and Reducing Injury from Falls

3) Monitoring Scheduling Practices

The pandemic has affected staffing and scheduling due to change over in staff, an aging work force, diminishing health care professionals across the sector, collective bargaining agreements and interpretation and breakdown of existing practices due to the pandemic. This has impacted the ability to provide consistent staffing and care for the residents. Villa Colombo is conducting a full review of the scheduling system to improve the process and with the ultimate goal of providing consistent resident care

4) Continuous Recruitment

Recruitment in health care, especially in LTC continues to be a struggle. Villa Colombo will be assigning a dedicated staff member to use the Continuous Quality Improvement process to identify and implement strategies to increase recruitment.

5) Resident/Family Satisfaction Survey Results

Annual resident and family satisfaction surveys provide organizations insight in identifying areas for improvement, or strengthening processes to satisfy the client/customer. Satisfaction surveys conducted in 2022 were used to identify improvement priorities for further discussion and review with the Residents Council and Family Council. The following questions with the lowest satisfaction score have been identified for further discussion

- I often have the same personal care workers.
- The noise at the home bothers me.
- I participate in community outings organized by the home.
- I feel I can have a bath or shower when I want and as often as I want.
- Care of resident's clothing.
- Are you satisfied with the outcome of your complaint?



Quality Improvement Project Charter

A Quality Improvement Project Charter will be used to provide a description and summary of the need, team problem or improvement opportunity identified. The Charter also sets the timeline for planning, implementing, testing, and evaluating. Once complete a communication plan is developed and implemented to update all stakeholders including staff, families and resident.