

Annual CQI Report for 2022-2023

Background

At Knollcrest Lodge continuous quality improvement (CQI) is a process we use to improve care for residents and practice for staff. We want to weave Quality Improvement into our organizational culture so that it becomes part of who we are.

There are always opportunities to be innovate, streamline, and rework processes, or develop new ones, which will improve our resident care, as well as our clinical and operational effectiveness and efficiency. CQI is an ongoing process and is to be an integral part of everyone's work at Knollcrest, regardless of one's role or position.

Knollcrest Lodge is committed to resident-focused, safe, high-quality care that, within our available resources, provides for each resident's needs and preferences (physical, psychological, emotional, social, spiritual, and cultural), and is also respectful of every resident's individual identity and history. CQI is an integral part of our commitment.

QI Context

Quality improvement in long-term care is typically the product of a fairly standardized set of "drivers." We will itemize these drivers shortly, but only after acknowledging that Covid pandemic response measures – beginning in March 2020 – caused a massive disruption to the operation of and life within every Long-Term Care Home in Ontario, including the disruption of quality improvement initiatives.

Fortunately, that is now behind us; through 2022 and into 2023 things have started to look more like they did prior to the pandemic. We will, therefore, to return to some familiar QI processes from the past; for instance, annual Program Evaluations. These serve as an effective tool for driving quality improvement because they concentrate evaluation of work, from the year ending and planning new QI efforts for the year beginning, within a timely, structured and consistent framework.

One other consistent "driver" for Knollcrest is our participation in accreditation. As we ended 2022, we made a commitment to renew our accreditation through Accreditation Canada. We will be one of a group of organizations in the local Ontario Health Team that work cooperatively toward this goal. The survey is scheduled for April 2024.

We also receive input related to quality improvement from our Professional Advisory Committee (PAC), as well as from residents, family members and staff through an annual survey process. In addition, staff are consulted about QI at staff meetings and as part of Knollcrest's annual Program Evaluation process.

Feedback is sought through Residents' Council, and the Food Committee, as well as Family Council, where concerns and suggestions can be brought forward. Audits and inspection reports – whether from Public Health, the Ministry of Long-Term Care or the Ministry of Labour also bring QI needs to light.

While we make use of various QI processes and tools, we mainly focus on three things:

1. The Quality Improvement Plan (QIP) that must be submitted to Health Quality Ontario (HQO) annually,

2. The accreditation survey process mentioned above, and
3. Areas for improvement that we identify internally, through, for example, annual program evaluations.

Definitions

Health Quality Ontario: a provincial agency and Ontario's advisor on health care quality. Health Quality Ontario is monitors and reports on the health system's performance, provides guidance on important quality issues and evaluates evidence to determine what makes for optimal care.

Resident-Centred Care: an approach to caring for long-term care residents that invites, accommodates, and respects residents' personal wishes and desires in health care, and that focuses on the person as well as the task.

Canadian Institute for Health Information (CIHI): a national organization that provides comparative data and other information for use in accelerating improvements in health care, health system performance and population health across Canada.

Continuous Quality Improvement (CQI) Committee

Our designated QI lead is Denise Bedard, Chief Executive Officer. The membership of Knollcrest's CQI Committee includes:

- Chief Executive Officer
- Director of Care
- Medical Director
- IPAC lead
- Environmental Services lead
- Volunteers lead
- Restorative Care lead
- Activities lead
- Quality Improvement lead
- Training and Orientation lead
- Registered Dietitian
- Pharmacy consultant
- a Personal Support Worker
- an RN or RPN
- a Resident Council representative
- a Family Council representative

Additional members may be added at the CEO's discretion.

The main responsibilities of the CQI Committee are to:

1. provide high-level oversight and monitoring of Knollcrest's quality initiatives, residents' quality of life, and the overall quality of care and services provided, with reference to relevant data.
2. identify and make recommendations to Knollcrest's Management Team regarding areas of priority for quality improvement in the Home.

3. coordinate and support the implementation of the continuous quality improvement initiatives, which will include, at a minimum, regular meetings and preparation of an annual report on CQI initiatives.

Summary of Quality Improvements during 2022-2023

Building and Environmental Improvements

Knollcrest added a Building and Facilities Manager position to its Management Team in the fall of 2022. This introduced an improved level of supervision and management of the Home's physical plant.

Lifestyle Enrichment/Resident Experience

Knollcrest also added a Lifestyle Enrichment Manager to its Management Team during the summer of 2022.

Resident outings were reintroduced in 2022.

As pandemic response restrictions have been withdrawn, residents have been mixing more in group activities. The Friday Breakfast Club was reintroduced.

Clinical Program Improvements

If there was an over-arching theme to quality improvement with our clinical programs in 2022-2023, it would be the resumption of numerous initiatives and practices that were set aside during the pandemic. Here are the highlights of what was accomplished:

- Start-up and ongoing meetings for required programs,
- Resumed monthly education meetings for Registered staff with Nurse Practitioner,
- Resumed monthly nursing staff meetings with Registered staff,
- Resumed monthly PSW meetings,
- Completed ISMP in December 2022,
- Reviewed and updated Immunization Policy,
- Review and completion of C-Diff Policy
- Reviewed and completed CPAP, BIPAP and Non Invasive Ventilation Policy
- Reviewed and completed AGMP Policy
- Revised and updated Admission Orders
- Reviewed and revised Hypodermoclysis Therapy
- Reviewed and revised Falls, HIR and Lift policies
- Developed and completed PICC Policy

- Switched Insulin Pens to single-use disposable pens (as cartridges breaking in other pens),
- Switched from injectable Glucagon to Glucagon nasal spray
- Switched lancets to a safety-engineered lancet
- Monthly Quality Rounds with Medical Director

- Switched from Institutional Death Record to Resident Death Notice for reporting deaths

- Education to Registered Staff by Pharmacy on Controlled and Narcotic medication and counts, Inhalation therapy
- Education by HPNA Diabetic Education in-house for Registered Staff
- Education by Pro Resp on Filling and Management of Oxygen Tanks
- BSO training provided in fall 2022

Communication and Technology

Surge Learning has been adopted as our primary means of providing staff education and training, including orientation for new hires, and annual staff education and training.

Maintenance Care adopted as our tool for collecting and tracking maintenance requests. (Preventive Maintenance module to be implemented in 2023.)

Looking Ahead

As we move into 2023-2024, work on quality improvements will be active. At the organizational level, we have several important initiatives in view:

1. Welcoming a new permanent CEO,
2. Bringing our CQI Committee up to a mature level of functioning and oversight,
3. Looking to add a robust Quality and Risk Management software application to our electronic health record system.

We thank everyone at Knollcrest who is involved in any aspect of QI for their expertise, dedication and help on behalf of our residents.

Omar Bedard
CEO