

Long Term Care Continuous Quality Improvement Report

Continuous quality improvement aims to encompass a resident centered philosophy that focuses on safe and effective methods to improve resident care and services. It involves a systematic approach that promotes measurable actions and goals to make enhancements to our current protocols, practices, and systems based on best practices in healthcare. When identifying quality initiatives to concentrate on, we prioritize improvement opportunities by taking a team led approach supported by the Continuous Quality Improvement Committee. This committee is comprised of representatives from Nursing, Pharmacy, Dietary, Life Enrichment, Restorative Care, Quality Improvement, Nursing Home Administration, and the Medical Director. The team works collaboratively to determine our targeted areas for improvement; measurable goals are set, and the plan is implemented. While the plan is being executed the improvement process is regularly evaluated to determine if the action items are indeed working to make positive changes for improvement. Both Resident Council and Family Council are invited to provide their input and suggestions for areas requiring attention. Espanola Nursing Home has implemented many quality improvement initiatives over the past year.

The first quality initiative to highlight is the introduction of ***Palliative Care Comprehensive Assessments and Approach to Care***. The Palliative Performance Scale (PPS) is an assessment tool that measures the progressive decline of a palliative resident and was implemented in our Home last year. This tool was instrumental in identifying those residents that would benefit from end-of-life care designed to meet individual resident needs. To facilitate accurate application and understanding of this assessment tool the nurses participated in education to support their learning and knowledge. This education is also included as mandatory yearly education for nursing to maintain their competence.

Significant quality improvement measures were created within our ***Wound Care Program***. The entire program was reviewed, evaluated and new procedures were put into place to facilitate a more efficient system for identifying, documenting, and managing resident wounds. This initiative has greatly proven to decrease nursing time as many of the assessments and documentation were changed to an electronic version. More importantly, this promoted better communication amongst care team members as all documentation can now be viewed by all team members remotely.

Our ***Fall Prevention Program*** was also evaluated in acknowledgment of the integral role family members play in helping to prevent resident falls. It was established that family members are an essential part of our team so too should receive some type of informal education to help them recognize fall hazards within the Home. To support this gap, we developed a "Family Tip Sheet for Preventing Falls." This sheet was emailed to all family members and is also handed out to our visitors as they enter our Home to visit.

Resident Satisfaction is paramount to identifying any shortfalls in care or service within the Home. We take all feedback from residents and families very seriously to ensure we are meeting the needs of the residents. Response rates for returning Resident Satisfaction Surveys has historically been very low therefore quality improvement initiatives have been instituted in attempts to improve the survey response rate. This in turn will help us to identify any areas for improvement within the Home. Resident Satisfaction Surveys are now included in the Admission Package and discussed during the admission meeting with the resident and family. An email reminder is also sent out to family members

encouraging them to complete and return the survey. Those family members that do not provide an email address are telephoned to urge them to complete the survey.

Quality improvement is intended to enhance resident outcomes in all aspects of health. Our philosophy strongly supports a holistic approach to care which leads the quality initiatives in the Home. Ongoing assessments and evaluations are completed to guide quality improvement programs which help us achieve excellence in care.