

July 2022 Continuous Quality Improvement (CQI) Interim Report

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Continuous Quality Improvement (CQI) Details

The CQI team will strive to make improvements to the quality of the accommodation, care, services, programs and goods provided to Residents, to improve the lives of residents, their families, and staff.

Procedure:

Information is compiled from different resources to help form the priority areas for Continuous Quality Initiatives for the next year. The Continuous Quality Initiatives selected are realistic, measurable and outcome focused. The Annual Satisfaction Survey is compiled into a report and reviewed by Residents Council, CQI and posted on the Resident/Family Bulletin Board. Identified issues are considered for the Continuous Quality Initiatives. Resident's Council is consulted for the Continuous Quality Initiative for their input and suggestions of areas for improvement.

Goals and Objectives are set Corporately and by each Department (Activation, Nursing, Dietary, and Environmental Services). These Goals and Objectives are set to work towards improving the quality of accommodation, care, services, programs and goods as they pertain to each department and the entire home. These are also reviewed with Resident's Council for input and recommendations. These initiatives chosen are based from new best practices, Resident Satisfaction Survey, Family Satisfaction Survey, and noted areas of improvement from observations and informal feedback.

Indicator and Goal

Resident feel they have a voice and are listened to by staff. From the Resident Satisfaction Survey, when asked "what number would you use to rate how well staff listen to you" (0 being "poor", and 10 being "excellent"), the average score was 8.7. Of 20 responses received, 1 resident scored it a 5, 7 scored it 7-8, 12 scored it 9-10.

On this year's Satisfaction Survey, all residents will score "what number would you use to rate how well staff listen to you" between 7-10.

Staff will be provided education and training to improve Resident experience and provide person centred care.

Families feel residents belongings are cared for. From the Family Satisfaction Survey, 17.4% of families responded their loved ones belongings were lost once, and 4.3% responded their belongings were lost twice or more. Decrease percentage of families responding items were lost twice or more. Improve care of residents belongings by providing education and performing sign off tasks for staff responsible for caring for resident belongings.

Overview

Quarterly the Continuous Quality Improvement team, reviews the criteria quarterly and evaluates if the improvement is effective, needs revised, or requires an extension for review. The Quality Initiatives quarterly evaluation will be reviewed with Resident's Council.

Sharing

The Quality Initiatives and Goals and Objectives for the home are shared with Residents Council, Residents and Caregivers at Town Hall meetings, and posted to the CQI board in a common area in the home.