

Greenwood Court Continuous Quality Improvement – Interim Report

DESIGNATED LEAD

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Quality Priorities For 2022/23

Greenwood Court is pleased to share its 2022/23 Quality Improvement Plan. Our ongoing commitment to quality is reflected in our mission of “making everyday matter”. In 2021 the strategic plan for Greenwood Court was refreshed in response to several unprecedented factors which resulted in a fundamentally changed healthcare landscape. These factors include, amongst others, the ongoing impacts of the COVID-19 pandemic, persistent healthcare worker shortage and burnout, increased public attention on long-term care and increased regulation of an already highly regulated environment. This Quality approach is a road map to achieving the objectives while navigating challenges and opportunities in our environment.

Greenwood Court has gathered information from the below sources to create our goals

- Current Quality indicators
- Data from residents/family complaints and concerns survey and palliative survey
- And from a Person and Family Centered Care Gap Analysis, completed in collaboration with the RNAO.

Our priorities are divided into categories based on the projected scope of work anticipated for the year- focused action, moderate action, and monitoring.

- Clinical pathways
- Applying for Best Practice Spotlight Organization Designation
- To develop a resident-focused plan of care in partnership with the person that is meaningful to the person who is moving into Greenwood Court
- FLTCA implementation

Greenwood Court Quality Objectives For 2022/23

1. Palliative and End of Life Care

We intend to enhance team members' knowledge, understanding, approach and skills regarding Palliative Care and End of Life (EOL).

- 100% of residents with Advance EOL care plan focus by March 31/2023
- 25% of team members trained in Fundamentals of Hospice Palliative Care, trained by Dec 31/22
- 50% of team members Fundamentals of Hospice Palliative Care, trained by March 31/2023

2. Quality Rounds Collaboration

We intend to honour and enhance our approach to each resident, promote dignity and independence and empower our residents to participate in individualized planning of care.

- Interdisciplinary team members meet weekly to have a better understanding of the resident and their aim to improve the quality of care and determine what is important to the resident, an overall improvement aim is identified. These are completed quarterly following the resident's RAI MDS 7-day observation period.

3. Early Bird Cart

We intend to serve residents better by implementing an “Early Bird Cart” by March 2023.

- When a resident rises early in the morning, we intend to offer a coffee, tea, or cold drink before and while waiting for breakfast, to bring that extra comfort and quality to the residents.

4. Long-Term Care Coordinator

We intend to make the entire moving-in process of admission to Greenwood Court smooth, worry-free and inviting for both the resident and their family. The LTC Coordinator is to be the designate for family and resident communication, responding to concerns/complaints and supporting resident/family council

- Will promote and support the initiation of a family council

Our Summary

The above goals and objectives were created through collaboration and reflection on our current outcomes and observations. As we created our quality improvement plan, we aligned ourselves with current healthcare and best practice trends. As a team our goal is to continue to learn, grow and evolve to approach all challenges that come our way with tenacity, ingenuity, and creativity. With the above goals, we hope to be at the forefront of holistic care and treat all those we care for with devotion to honouring their individual and unique needs and wishes. We hope to achieve the above goals through inclusion and transparency with our families, residents, staff and stakeholders. Our Mennonite values and heritage have taught us that by working together, we can achieve much more than we thought possible.

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