



Greenwood Court, Stratford

March 2024

Designated Lead for Greenwood Court LTC:

Theresa Burns, RPN/Quality Improvement Lead, RAI Coordinator

Quality Improvement Priorities for 2023-2024

Greenwood Court, Stratford, Ontario, a branch of Tri-County Mennonite Homes, is happy to share its 2023/2024 Quality Improvement Plan. In April of 2022, the Fixing of Long-Term Care Act came into force. Our obligations are related to the continuous quality improvement initiative and resident and family/caregiver experience survey intended to drive improvements in quality of care and resident quality of life by strengthening the voices of long-term care residents and improving transparency.

The resident and family/caregiver experience survey

An annual survey was completed by the residents, their families, and caregivers to measure their experience with the home and the care, services, programs, and goods provided by the home. Key findings – In general, respondents are happy with their residence and services offered at Greenwood Court. Respondents rated staff as approachable and friendly across all departments. Key areas of success were as follows:

- The Personal Support Workers (PSWs) provide compassionate care to the residents.
- Recreation and Program staff treat residents and family with respect.
- The administration treats residents and families with respect.
- The home is safe and secure.
- Overall, residents and families like this home (95% residents/ 78% family)

Key areas we strive to improve on include:

- Incontinence products - Note we are currently changing the supplier of our incontinence products.
- Getting out of bed in the morning as per the resident's preference.
- Pastoral/Spiritual activities offered in the Home – Note: Greenwood has employed 2 new Pastoral staff to increase the spiritual care provided.

Residents shared positive comments about the quality of care that TCMH staff provide, reflecting the rating that PSWs are respectful and provide compassionate care: *“caring and friendliness of staff are excellent”*
A couple of residents commented that the Care Team could be expanded: *“The biggest issue is staff shortage.”*

Continuous Quality Improvement Objectives

Our Interdisciplinary Continuous Quality Improvement Committee:

Quality Improvement Lead/RAI Coordinator,

Nurse Practitioner,

Director of Care,

Assistant Director of Care,
Long-Term Care Coordinator,
BSO Team Lead,
IPAC Lead,
Personal Support Worker,
Resident Council Representative,
Restorative Lead,
Registered Dietitian
Medical Director
Pharmacist
RN/RPN

Our focus continues to be *"Making Every Day Matter"* for our residents, families, community, and those who work with us.

Actions taken to improve our Long-Term Care Home during the fiscal year include:

- Residents' council meets monthly. Special guests attend. The home and resident council collaborate on new quality initiatives.
- Reminders are sent for Family Council meetings through email information and town Hall monthly meetings, and Residents/families receive information about Family Council on admission.
- QIP (Quality Improvement Plan) – Continuing to submit Quality Improvement Plans, following initiatives indicated in Quality QIP.
- As part of guiding clinical improvements, Greenwood Court implemented the Clinical Pathways Admission Assessment and 3 D's assessments (Dementia, Delirium, Depression) launched in April 2023.
- BPSO (Best Practice Spotlight Organization) -application was accepted and Greenwood Court has embarked on its BPSO journey, implementing 3 Best Practice Guideline Programs
 - Resident and Family Centered Care
 - Successfully completed Year 1Greenwood Court strives to implement innovative solutions to meet resident and family needs, with a long-term goal of working with the RNAO to apply and sustain Best Practices within the organization. Greenwood aims to provide current and comprehensive recommendations for resident and family-centered care, based on the latest RNAO Best Practice Guidelines.
- A new quality Pain and Palliative/End of Life program – As part of the program Committee meetings are held Quarterly and as needed. Surveys are sent out to families by our Pastoral Care staff one month after residents pass, an increase in Pastoral Care hours (Bible study and 1:1 spiritual care).
- Family and Resident Centred Care

- Improvement in food – new quality initiatives to improve dining room experience and food quality; Greenwood Court offers 2 entrees for breakfast and two proteins as part of the main course. with modified menu items based on family feedback.
- Our front line and leadership team members completed education on:
 - Fundamental Palliative Care course
 - GPA course
 - Skin and Wound Training with Wounds Canada– consult/follow all significant wounds.
 - BPSO Champion Training – Champions for bathing, falls, Pain and Palliative, Dining, BPSO, Contenance
 - Leadership training
 - Fostering Well-Being through Leadership- Enhancing Psychological Support
 - BPSO foundation training
 - PIECES Training (BSO)
 - Supported clinical education within the home formally- Registered staff meeting/education – Feb (oxygen and suctioning- RT from OHH attended), Medication safely, Naloxone education.
 - Equity, Diversity, and Inclusion education
 - Annually in-person, full-day enhanced education based on quality initiatives in the home.
- Increasing awareness of abuse and neglect in LTC
 - Review and update organizational policy surrounding abuse and neglect.
 - Further education and awareness of abuse, neglect, and power imbalance in LTC
- Facilitating positive transitions into LTC
 - Implementation of Clinical Pathways to provide and enhance our admission assessment, navigation, and usability to allow users further development and improve admission care plans.
 - Creating Welcome signs placed in residents’ rooms for all new admissions on the day of arrival at Greenwood Court. A member of the Residents Council welcomes new employees and residents to the home to bring forth compassion, sincerity, and empathy.
 - Onboarding new employees with education on Residents Bill of Rights, mandatory reporting/critical incidents, infection control practices, health and safety duties, WHIMIS/GHS through Surge Learning online, transfer and use of equipment, restraints/PASD, pleasurable dining, responsive behaviours, programs- Music and Memory, BSO, falls, palliative care/end of life, nursing restorative program, continence care, skin care, pain, PPC and POC documentation.

Summary on Quality Indicators (Your Health System Public Report- CIHI)

As compared to the Province

Greenwood Court considered Above Average performance:

- Restraint use in LTC.

Greenwood Court considered Average performance:

- Potentially Inappropriate Use of Antipsychotics in LTC

- Improved Physical Functioning in Long-Term Care
- Worsened Physical Functioning in Long-Term Care
- Worsened Depressive Mood in Long-Term Care
- Experiencing Pain in Long-Term Care
- Falls in the Last 30 Days in Long-Term Care
- Worsened Pressure Ulcer in Long-Term Care

Greenwood Court considered below-average performance:

- Experiencing Worsened Pain in Long-Term Care

*This indicator is higher perhaps as we are capturing more pain through Quarterly assessments completed on each resident. We strive to improve this indicator and will be implementing Clinical Pathways Pain assessment based on RNAO Best Practice Guidelines.

Greenwood Court’s process for continuous Quality Improvement includes the following:

- Introducing improvements in clinically appropriate falls assessment.
- Pain symptom management - GAP analysis for pain and falls.
- Opioid management
- BPSO Year 2 program implementation
- Review of quality indicators and NQUIRE data reports
- Interdisciplinary Resident Quality Rounds capture data during quarterly observation period, and with residents who may have a significant change in status, to initiate quality interventions and improve resident care outcomes.

Greenwood Court has a quality improvement plan which has been designed to comply with the Ministry of LTC requirements. We will continue to close gaps in practices, through BPSO initiatives. We will continue to focus on approaching the benchmarks for quality indicators that we have not met and to maintain our status in which the provincial average/benchmark is met or surpassed. We strive to ensure the quality of care is provided to our residents and families and make every day matter.