

Continuous Quality Initiative - Interim Report

PURPOSE

This report articulates the approach to continuous quality improvement at Mount Hope Centre for Long Term Care (Mount Hope). It provides an overview of the continuous cycle of quality improvement that takes place across the home including structures, processes and outcomes. This is considered an interim report. It will be updated annually or as needed as continuous improvement efforts proceed. In addition to providing an overview of the organization's approach to quality, this document also identifies the home's priority areas for quality improvement, policies, procedures and protocols for the coming year.

Mount Hope identifies its priority areas by conducting a thorough review of the annual survey results, including the Resident and Family/Caregivers Experience Survey, the results of annual evaluations of programs and services in the home, data analysis and outcomes from the utilization review system and CIHI indicators. The home works collaboratively with the Quality Improvement Team, Resident Council, Family Council and interdisciplinary program teams to identify and develop areas for improvement.

Our annual evaluations help promote a collaborative approach among staff, residents and caregivers. They generate ideas for change that will help close gaps and identify areas for improvement. In addition to facilitating change in the home, they also help prioritize initiatives for providing quality care to the residents of Mount Hope. The Quality Improvement Framework helps the team to report updates, review programs, goals and objectives, review measures and outcomes, discuss quality issues and promote continuous quality improvement.

QUALITY IMPROVEMENT PRIORITIES

The Quality Improvement Plan (QIP) for the 2022/2023 year has identified the following priority areas for improvement work:

1. Reduce the number of avoidable visits to the Emergency Department
2. Improve rating on how well staff listen to residents
3. Improve rating on "I can express my opinion without fear of consequences"
4. Ensure residents have their palliative care needs met with a comprehensive and holistic assessment

RESIDENT FAMILY/CAREGIVERS EXPERIENCE SURVEY

The Mount Hope Resident, Family/Caregivers Experience Survey was conducted during the month of October 2021. Family surveys were mailed to homes and emailed the week of Oct. 13 to 21. Surveying residents took place over a two-week period and residents were given an opportunity to complete the survey virtually with the assistance of an unbiased third party. The team was pleased with the participation and received a total of 69 completed surveys from residents and 126 completed surveys from family members.

The home received the Resident, Family/Caregivers Experience Survey outcomes in February 2022. The Executive Director shared the initial survey results with Resident and Family Councils during their regularly scheduled meetings in the same month. Action plans resulting from the survey findings were shared with the Resident Council in April 2022 and with the Family Council in May 2022. Residents, families and staff can access a high-level summary of the satisfaction survey outcomes posted on the quality improvement boards throughout the home. In March, our resident and family newsletter shared some of the specifics of the survey's findings and action plans related to pleasurable dining.

One of the key findings from the satisfaction surveys was the need to improve resident and family awareness on how to identify and report abuse or initiate a complaint. Working with our residents, we created a resident-led program that was implemented in April 2022. It allows them to review and discuss the Residents' Bill of Rights, and focuses on the right to live free from abuse and neglect, with whistleblower protection. The program runs once a month in each of our ten home areas. Discussions are facilitated by a Mount Hope resident with the support of our staff.

The need for further enhancements to the pleasurable dining experience was another area of improvement identified from our surveys. Our pleasurable dining committee has worked with staff and residents to help design a process to ensure that seating plans for the dining room are always developed with function, safety and resident preferences taken into consideration.

Other priority areas for improvement include a redesign of the 6-week admission and annual care conference experience. This joint initiative of the residents and families will include all the necessary stakeholders to identify a meaningful experience for residents and families. The Family Council was pleased to approve this co-designed initiative in April 2022. The project exemplifies the dedication of the Mount Hope team to continuous quality improvement through partnership and collaboration with residents and families.

Mount Hope remains committed to the core principles of continuous quality improvement and continues to work in collaboration with our stakeholders to improve the quality of care and services offered.

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