

Continuous Quality Improvement Report
April 2021 to March 2022
Highland Wood LTC Home & Hyland Crest LTC Home

INTERIM DESIGNATED LEADS FOR CONTINUOUS QUALITY IMPROVEMENT IN LTC

Administrator/DOC - Highland Wood: Michelle Douglas

Administrator/DOC - Hyland Crest: April DeCarlo

QUALITY OBJECTIVES Year End 2021/22

Highland Wood

Priority Areas of Focus for Improvement:

1. Reduce the percentage of residents who fell in the last 30 days to 18% by March 2022.
2. Reduce the percentage of residents who report pain daily to 5% by March 2022.
3. Reduce the percentage of residents with a worsened stage 2 to 4 pressure ulcer to 2.4% by March 2022.

Hyland Crest

Priority Areas of Focus for Improvement:

1. Reduce the percentage of residents whose symptoms of depression worsened to 28.4% by March 2022.
2. Reduce the percentage of residents who report pain daily from to 14.8% by March 2022.
3. Reduce the percentage of residents with a worsened stage 2 to 4 pressure ulcer to 4.3% by March 2022.

QIP PLANNING CYCLE AND PRIORITY SETTING PROCESS

The Long Term Care quality improvement plan for Highland Wood and Hyland Crest has been integrated into the annual Haliburton Highlands Health Services (HHHS) QIP planning cycle since 2015, with QIPs submitted to Health Quality Ontario (HQO) annually. Haliburton Highland Health Services QIP planning cycle typically begins in August, and includes an evaluation of the following factors to identify preliminary priorities:

- progress achieved in recent years;
- ongoing analysis of performance data over time available from the Canadian Institute for Health Information (CIHI); with areas indicating a decline in performance over time and/or where benchmarking against self-identified peer organizations suggests improvement required
- resident, family and staff experience survey results;
- emergent issues identified internally (trends in critical incidents) and/or externally;
- input from residents, families, staff, leaders and external partners, including the MLTC.
- mandated provincial improvement priorities (e.g. Health Quality Ontario)

Preliminary priorities are subsequently presented and discussed at various forums to validate priorities and identify additional areas of improvement. These forums include the broader leadership team, Resident Councils, Family Council, the Quality and Resident Safety Committee (RSC), Community Advisory Committee, as well as the Quality Committee of the Board of Directors. This is an iterative process with multiple touchpoints of engagement with different stakeholder groups as QIP targets and high-level change ideas are identified and confirmed. Final review of the QIP is completed by the HHHS Quality Committee, which endorses the plan for approval by the Board of Directors.

PROCESS TO MONITOR AND MEASURE PROGRESS, IDENTIFY AND IMPLEMENT ADJUSTMENTS AND COMMUNICATE OUTCOMES

Both Highland Wood and Hyland Crest have an active Resident Quality and Safety Committee (RQSC) that meets regularly. These interdisciplinary committees focus on continuous quality improvement in the home by facilitating and leading a culture of Resident safety and Resident centred quality care.

Some of the responsibilities of the RQSC include:

- Reduce risk of injury through the assessment of Resident safety issues.
- The committee reviews all aspects of Residents' health and well-being including risk factors; falls, the use of restraints, pain (verbal and nonverbal), skin and wound issues, responsive behaviours, continence issues, dietary needs, and weight loss/ gain.
- Analyze risk factors and make recommendations for changes in system/service provision to achieve desired results.
- Review high risk Residents, and develop individual plans of care with action and measurable outcome over a period time, one at a time.
- Educate staff and others about their role and accountability in Resident safety
- Setting goals for improvement and monitor progress which includes reviewing our quality indicators and developing action plans with SMART goals and objectives.

A Balanced Scorecard approach is also used to monitor performance and progress on key areas of quality care. The HHHS Board Quality Committee reviews the Balanced Scorecard for Highland Wood and Hyland Crest on a quarterly basis. See attached:

- [Highland Wood Balanced Scorecard 2021/22](#)
- [Hyland Crest Balanced Scorecard 2021/22](#)