



CONTINUOUS QUALITY IMPROVEMENT INITIATIVE REPORT 2024

Designated Lead:

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Quality Improvements in 2023:

The progress report for the 2024/25 Quality Improvement Plan (QIP), submitted to Health Ontario, outlines the status of the initiatives aimed at addressing areas for improvement identified in the 2023/24 QIP. This report is accessible on The Elliott Community's website. Additionally, alongside the mentioned quality initiatives, further improvements as mentioned below have been implemented based on the action plan derived from the Annual Experience Survey and identified areas of improvement.

- Nursing Shift reports and the transfer of accountability process was revised in order to address the gaps identified
- The Nurse call bell system underwent an upgrade with the implementation of newer technology
- The communication channel was improved by installing television displays at various locations throughout the facility. Email communication and newsletters were also enhanced

Quality Improvement Program Framework:

Continuous Quality Improvement (CQI) at The Elliott Community refers to an ongoing process of identifying, assessing, and improving various aspects of care and services provided to residents. It involves systematic efforts to monitor performance, identify areas for

improvement, implement changes, and evaluate their effectiveness, with the ultimate goal of enhancing resident outcomes, safety, and satisfaction. The program is set to align with the Fixing Long-Term Care Act, 2021 and the 2024-2027 Strategic Imperatives established by the organization in alignment with our mission.

The Program operates through three functional bodies, comprised of interdisciplinary team members and stakeholders, functioning across three organizational levels.

- Risk Management & Quality Committee of the Board of Trustees
- Continuous Quality Improvement Steering Committee
- Quality Improvement Action Team

These groups meet at regular intervals to discuss change ideas, evaluate progress, make recommendations, and facilitate change. The CQI Lead acts as the liaison between these groups to effectively coordinate quality improvement programs. Together they collaborate to meet the standards for Continuous Quality Improvement as outlined in Fixing Long-Term Care Act, 2021.

Quality Improvement Planning Process:

The priority areas for 2024/25 QIP were collectively determined by the quality improvement groups after considering the following factors.

- Stakeholders Feedback
- Performance Indicators and peer group performance in the region
- Organizational Strategical Goals
- Health Ontario Recommendations

Stakeholders Feedback:

An annual experience survey aligned with the InterRAI Quality of Life Survey was used to gather feedback from Residents and POA/Families. Separate Surveys were used for receiving feedback from residents and POA/Families. The Surveys were made available to residents and families digitally as well as through hard copies. The Survey result data was discussed with the Quality groups to develop goals and action plans for improvement.

The Annual Experience Survey was Distributed to stakeholders on:	September 18, 2023 (Families & Residents)
The Annual Experience Survey was closed to stakeholders on:	October 16, 2023 (Families & Residents)
Response rate:	<ul style="list-style-type: none"> • 136 surveys were attempted • 52 residents • 84 POAs/SDMs

	<ul style="list-style-type: none"> • 92 surveys were completed • 44 residents (85% of residents with a CPS score of ≤3) • 48 POAs/SDMs (57% of those contacted)
The Annual Experience Survey results and action plan were presented to stakeholders on:	<p>April 9, 2024 (Residents) April 18, 2024 (Families) (The Survey results are posted on the website for public view on April 1, 2024)</p>

Performance Indicators and peer group performance in the region:

In prioritizing areas of focus, the performance of The Elliott Community was assessed against benchmarks available for resident care (Canadian Institute for Health Information (CIHI)) and quality of life indicators. This evaluation involved comparing available performance indicators against both the Waterloo-Wellington regional averages and Ontario averages.

Organizations Strategical Goals:

The Elliott Community Strategic Plan (2024-2027) was used to support us in determining the priority areas of improvement. The following are the strategic imperatives for 2024-2027:

1. Enhance the resident experience at The Elliott Community
2. Bring out the best in everyone
3. Create community partnerships with purpose
4. Focus on financial sustainability

Health Ontario Recommendations:

Ontario Health’s priority areas for 2024-25 are:

- 1) Potentially avoidable emergency department visits for long-term care residents;
- 2) Staff completion of relevant equity, diversity, inclusion, and antiracism education;
- 3) Residents have a voice and are listened to by staff;
- 4) Residents feel they can speak up without fear of consequences;
- 5) Residents given antipsychotic medications without a diagnosis; and
- 6) Falls in Residents.

We recognize Ontario Health’s priority areas of focus and have addressed them in our comments section of the QIP Work plan, however, we are consistently exceeding provincial benchmarks in some of those areas of focus. Consequently, we have decided not to include those indicators in our areas of focus for the 24/25 Quality Improvement Plan.

Quality Priorities and Action Plan FOR 2024/25:

The Elliott Community developed an annual Quality Improvement Plan, aligned with Ontario Health priorities. We have monitored indicators for the 2023-24 year and submitted a Progress report, a Narrative report, and a Work plan report to Health Ontario on March 31st, 2024, and published these reports on The Elliot Community Website.

The objectives and action plans for improvement are integrated into the annual program evaluations of respective programs/services using the SMART goal framework (Specific, Measurable, Attainable, Relevant, Timely). Each program evaluation is overseen by a designated lead responsible for executing these action plans and reporting progress at the Quality Steering Committee during the quarterly review of Annual Program Evaluation Goals Summaries.

24/25 QIP Submission Date to Health Ontario:	March 26, 2024
24/25 QIP Elliot community Website Published Date:	April 1, 2024