

# **Sunnyside Seniors' Services**

## **2022/2023 Interim Quality Improvement Report**

### **Introduction**

Late in 2021, the Ontario Ministry of Long-Term Care introduced new legislation that governs how long-term care homes operate. One of the changes in this new legislation states that long-term care homes prepare and post an annual Quality Improvement Report on their website.

The Quality Improvement Report identifies some of the things that Sunnyside will work towards in the coming year (2022/2023). The intent of this report is to promote continuous quality improvement across all long-term care homes in Ontario.

For Sunnyside's first report, six different improvement ideas were selected. A detailed description of each idea is shared within this report. Here is a snap shot of what we will be working on this year:

1. Develop an Updated Quality Program Based on the New Fixing Long Term Care Act Requirements
2. Maintain a High Resident Satisfaction Rating Related to Sunnyside as a Place to Live
3. Achieve Certification in the Butterfly Approach to Care For Two Home Areas
4. Reduce Restraint Use for Residents

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5. Improve Food Satisfaction Scores
6. Transition All Essential Equipment to Power Generator Back Up

### **How did Sunnyside select these ideas?**

The selection process for the ideas in Sunnyside's Quality Improvement Report involved the members of the Sunnyside leadership team including:

- Director of Seniors' Services
- Administrator, Long-Term Care
- Manager, Food and Environmental Services
- Manager, Resident Care
- Coordinator, Quality Improvement and Risk Management
- Food Services Supervisor
- Social Planning Associate
- Co-Lead for Butterfly Certification

The Resident Leadership team was also involved in this process.

The priorities and improvement ideas that were selected fall into three categories:

1. Enhancing clinical care and resident outcomes
2. Improving resident satisfaction
3. Sustaining facilities operations in the event of an emergency power outage

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### **How will Sunnyside communicate and monitor the progress of these ideas?**

Sunnyside will:

- Share quarterly updates and action plan with the Quality and Risk Management Committee
- Share bi-annual updates and action plan with the new Continuous Quality Improvement Committee
- Share updates with the Resident Leadership monthly meetings as relevant

**If you have questions about this report and related content please reach out to:**

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## **Details of Sunnyside's Six Improvement Ideas**

### **1. Developing an Updated Quality Program Based on the New Fixing Long Term Care Act Requirements**

#### **Current performance:**

Sunnyside is currently in the process of ensuring that our Quality Program is in alignment with the new Fixing Long Term Care Act; with a specific focus on committees and reporting requirements.

#### **Plans to improve:**

- Sunnyside will introduce a new Interdisciplinary Continuous Quality Committee.
- Sunnyside will develop improved Resident Quality Inspection processes.

#### **How Sunnyside is going to improve:**

- The leadership and management team will work to establish the new committee structure and function. The goal is to have this committee operational by October 2022.
- The leadership and management team will work to enhance the Resident Quality Inspection Process. The goal is to have this enhanced process started by December 2022.

The lead on this project is Gerard Reuss, Coordinator, Quality Improvement and Risk Management.

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### **2. Maintaining a High Resident Satisfaction Rating Related to Sunnyside as a Place to Live**

#### **Current performance:**

In the 2021 Resident Satisfaction Survey, 83% of resident responses rated Sunnyside Home as a “good” or “excellent” place to live.

#### **Plans to improve:**

Sunnyside would like to maintain an 80% or higher score for resident satisfaction for 2022/2023.

#### **How Sunnyside is going to improve:**

Sunnyside will:

- Continue with monthly resident leadership meetings and seek resident input.
- Increase Recreation team hours on evenings and weekends to improve resident engagement.
- Increase staffing hours to achieve four hours of care per resident each day by 2025.
- Provide education to residents and caregivers about role of physicians in long-term care homes.
- Share survey results with residents, staff and family members in the July 2022 Community Newsletter.

The lead on this project is Kelly Buxton, Social Planning Associate, Co-Lead of Butterfly Certification.

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### **3. Achieving Certification in the Butterfly Approach to Care For Two Home Areas**

#### **Current performance:**

In April 2022, the Buttonworks and Laurel Creek home areas scored a level 4 on the Meaningful Care Matters audit.

#### **Plans to improve:**

In order to achieve Butterfly Certification, Buttonworks and Laurel Creek must score a level 3 or lower on the final Meaningful Care Matters audit in July 2022.

#### **How Sunnyside is going to improve:**

Sunnyside will:

- Use the Meaningful Care Matters tools to conduct five practice observational audits and share the results with staff.
- Use the Meaningful Care Matters training materials to ensure that Buttonworks and Laurel Creek staff receive at least 2.5 days of training in the Butterfly Approach to Care.

The leads on this project are:

- Kelly Buxton, Social Planning Associate, Co-Lead of Butterfly Certification
- Lindsay Marinovic, Co-Lead of Butterfly Certification

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### **4. Reducing Restraint Use for Residents**

#### **Current performance:**

Restraint use is currently at 6.8%

#### **Plans to improve:**

Sunnyside will work to reduce restraint use to 4%

#### **How Sunnyside is going to improve:**

Sunnyside will:

- Update the restraint policy and provide staff education by October 2022
- Develop a new Restraint Brochure and share with staff, residents, and families accordingly by October 2022
- Make improvements to our Restraint Audit Tool, used in each home area, Summer 2022, so that restraint use can be effectively monitored
- Restraint assessments, to guide informed decision making about restraint usage, will be built into the consent form that is used to obtain consent by September 2022
- Nursing staff and PSWs will receive enhanced education specific to restraint use and documentation by September 2022
- Residents and families (for residents who have restraints) will be informed about the risks and alternatives to restraints on an ongoing basis

The lead on this project is Marie Belanger, Manager of Care

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### **5. Improving Food Satisfaction Scores**

#### **Current performance:**

In the 2021 Resident Satisfaction Survey, 80% of resident responses stated that they “like the food at Sunnyside”

#### **Plans to improve:**

Sunnyside aims to maintain our high level of satisfaction at 80% for 2022

#### **How Sunnyside is going to improve:**

Sunnyside will:

- Increase the frequency of special event meals to 30 per year (this is approximately a 10% increase)
- Increase the focus on providing in-season fresh foods especially during the summer months
- Develop a Quality Dining Program by the end of 2022 to ensure that resident needs and preferences are met

The lead on this project is Trevor Noseworthy, Manager, Food and Environmental Services

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### **6. Transitioning All Essential Equipment to Power Generator Back-Up**

#### **Current performance:**

Currently, emergency power supply is only available for essential equipment. Examples of current emergency power supplies include: essential medical equipment, back-up lighting, air circulation, and resident call bells.

#### **Plans to improve:**

Sunnyside aims to have a new back-up power system in place by the end of summer 2022

#### **How Sunnyside is going to improve:**

- Sunnyside is in the process of installing a new back-up power system that will be operational by late summer 2022. The new generators will let Sunnyside operate as normal in case of an emergency power outage.

The lead on this project is Trevor Noseworthy, Manager, Food and Environmental Services