

Sunnyside Home

2023/2024 Quality Improvement Initiative Report

Preamble:

This Quality Improvement Initiative Report outlines the quality improvement initiatives that Sunnyside Home will work towards in 2023/2024.

Quality Improvement Priorities:

1. Restraint Reduction
2. Quality Dining
3. Person Centered Care and Resident Experience

How did Sunnyside select these ideas?

The selection process for the ideas in Sunnyside's Quality Improvement Report included the following:

- Engagement with members of the Sunnyside leadership team: Medical Director; Director, Seniors' Services; Administrator, Long-Term Care; Manager, Resident Care; Manager, Food and Environmental Services; Coordinator, Quality Improvement and Risk Management; and the Social Planning Associate.
- Consultation with stakeholders: 1) The Resident Leadership Team, 2) Professional Advisory Committee, 3) Quality and Risk Management Committee, and the 4) Continuous Quality Improvement Committee.
- The selection process also included: review of statistical data, stakeholder focus group feedback and surveys, and review of related policies and procedures (e.g. Quality and Risk Management Program, Least Restraint Program, Standard Operating Procedure-Quality Dining).

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

Sunnyside will:

- Share updates, action plans and address pressure points with the Quality and Risk Management Committee (as necessary).
- Share bi-annual updates and address pressure points with the Continuous Quality Improvement Committee.
- Share updates with the Resident Council Leadership Team (as relevant).
- Share updates with the Interdisciplinary Team (as relevant).
- Share and monitor progress with workgroups that are guiding the initiatives (as applicable).

If you have questions about this report please reach out to:

Gerard Reuss, MSc

Coordinator, Quality Improvement and Risk Management

(T) 519 519 893-8494, Ext. 6336

(E) greuss@regionofwaterloo.ca

Quality Improvement Initiatives:

1. Person Centered Care and Resident Experience

Current Performance:

Survey results from our 2022 resident experience survey, completed in November and December of 2022, informed improvement initiatives for our 2023 report. Survey results revealed the following opportunities:

- Residents and care partners expressed concerns specific to the atmosphere in the dining room during meal times.
- Residents and care partners identified the need for greater staff consistency.
- Residents and family members requested we re-start giving a copy of the activity calendar to each resident (deferred during pandemic).
- There was some confusion as to who people should contact with various concerns.

How Sunnyside is going to improve:

Based on the key areas of opportunity from the findings of the survey, the following improvement opportunities will be completed:

- Review and update quality dining program guidelines to improve the mealtime experience.
- Review opportunities to support improved staff consistency through the implementation of the Hours of Care Investments.
- Improve accessibility of the activity calendars.
- Make it easier for family members and residents to find contact information for key people: include contact information in the Community newsletter on a monthly basis.

How survey results were shared (opportunity for input/feedback):

- Results shared with Interdisciplinary Team, January 2023.
- Results shared with Resident Leadership Team, February 2023.
- Results shared at a virtual Family Town Hall, March 2023.
- Results posted on the website, March 2023.
- Results included in Community Newsletter, March 2023.

Project Lead: Kelly Buxton, Social Planning Associate

2. Restraint Reduction

Current performance:

As of April 2023, Sunnyside had a restraint usage rate of 4.1% for its resident population. The rate of 4.1% was noted to be above the rate reported in other homes and the provincial rate.

How Sunnyside is going to improve:

Sunnyside Home will work towards greatly reducing the rate of restraint usage among its residents, with an ambitious target of being a restraint free home. Key areas of improvement work include:

- Workgroup to focus on restraint reduction: targeting zero restraints.
- Review benefit/risks specific to restraint use for current residents: can they be removed?
- Direct attention to new admissions to reduce/avoid restraint usage.
- Educate staff, residents and POAs about risks and alternatives to restraints.
- Build the restraint assessment into our restraint consent form.
- Update our restraint policy and restraint brochure.

Project Lead: Marie Belanger, Manager of Resident Care

3. Enhanced Quality Dining

Current Performance:

Sunnyside Home has initiated a comprehensive evaluation to assess the current state of the dining experience with the goal of implementing significant enhancements. Extensive consultation (April - July 2023) was conducted with stakeholders (i.e. residents, family members and staff) to identify areas for improvement. Key themes that emerged from consultation included:

- Increase opportunities for personalized care moments.
- Provide residents with increased involvement in shaping the physical environment and overall ambiance (e.g. music choices).
- Clarify staff responsibilities and protocols to support a superior dining experience.

How Sunnyside is Going to Improve:

To implement and sustain a superior quality dining experience, Sunnyside will implement the following actions:

- Establish a workgroup tasked with addressing improvement opportunities.
- Clarify staff responsibilities and protocols to support a superior dining experience.
- Evaluate the benefit of introducing a champion role/model to empower designated staff to advocate and uphold a high-quality dining experience.
- Develop a comprehensive training program incorporating resident testimonials and staff role-playing exercises to support a better understanding of the residents' experiences.
- Revise and enhance related guidelines and standard operating procedures for staff.
- Upgrade furniture in the dining rooms to better align with desired ambiance and comfort.

Project Lead: Trevor Noseworthy, Manager Food & Environmental Services