

## **Understanding Sunnyside Home's Quality Improvement Plan**

It is our first priority at Sunnyside Home to ensure residents are safe and well cared for.

We set targets for care and safety and regularly measure how well we meet those targets. This is part of continuous quality improvement. Each year, every long term care home in Ontario must submit a Quality Improvement Plan to Health Quality Ontario.

This document can help you understand the six areas of focus we report and act on:

1. Prevent unnecessary emergency department admissions
2. Improve resident experience/satisfaction
3. Reduce unnecessary antipsychotic medication use
4. Reduce and prevent pressure ulcers
5. Reduce falls
6. Reduce responsive behaviors

### **1. Prevent Unnecessary Emergency Department Admissions**

Unnecessary Emergency Department visits can cause stress and trauma. They can also lead to hospital-acquired infections and increased costs to the health care system.

At Sunnyside, we work to avoid preventable Emergency Department visits. We do this by treating residents in the Home where possible.

We are proud of our success in this area. Sunnyside leads the province in avoiding unnecessary emergency room visits. We have reduced avoidable Emergency Department visits in the following ways:

- Educating residents and families on the goals of care, including the benefits of avoiding unnecessary emergency department visits.

### **2. Resident Experience/Satisfaction**

We survey residents every year to see how well we are doing. This helps us maintain excellent satisfaction results. Residents are also encouraged to attend meetings on their home areas each month to give feedback.

The responses help us meet and respond to resident needs and preferences.

### **3. Reduce Unnecessary Antipsychotic Medication Use (for residents who have not been diagnosed with psychosis)**

Antipsychotic medications are primarily used to manage psychosis, mainly in schizophrenia and bipolar disorder. For some long-term care home residents, they can improve quality of life and ease suffering. For others, these drugs may bring more risks than benefits.

Sunnyside carefully monitors and manages the use of antipsychotics. We educate family members on their proper use. We also consult with the Behavioural Supports Ontario (BSO) team. This team explores non-pharmacological interventions.

#### **4. Reduction and Prevention of Pressure Ulcers**

A pressure ulcer is localized injury to the skin and/or underlying tissue (sometimes known as a bedsore). It is sometimes known as a bedsore. It is caused by constant pressure or friction on an area of skin. Sunnyside takes measures to prevent this type of ulcer and treat it quickly. We are guided by best practices established by the Registered Nurses Association of Ontario.

We use strategies to minimize and treat pressure ulcers. These include assessing each resident's skin on a weekly basis. We also refer residents to the multidisciplinary team to be assessed and treated.

#### **5. Reduce Falls**

A fall means an unplanned change of position from a higher to a lower level.

To reduce falls, we help residents remain active and independent. This involves balancing a person's ability to make choices about their mobility with the need to keep them safe.

We work to reduce falls in a number of ways, including:

- Assessing and monitoring each resident's risk on an ongoing basis.
- Reviewing each fall and updating the resident's care plan to prevent future falls; and
- Working as a team to develop targeted improvement plans and strategies.

#### **6. Reduce Responsive Behaviors**

A responsive behaviour is a person's reaction (actions or words) to something in their environment. It could be their personal, social or physical environment.

At Sunnyside, we have a strong support team to understand and manage responsive behaviours. We also recently reviewed and redeveloped our Responsive Behaviours Program.

Sunnyside works to minimize responsive behaviors in many ways, including:

- Weekly interdisciplinary team meetings to review residents that have exhibited responsive behaviours.
- Identifying and understanding the interests of residents to engage them in activities they enjoy.
- Developing behaviour support plans to help staff in meeting the resident's needs.