

Sunnyside Home

Quality Improvement Initiative Report

(April 2025-March 2026)

Preamble:

This Quality Improvement Initiative Report outlines quality improvement activities that Sunnyside Home will work towards between April 1, 2025 to March 31, 2026.

Quality Improvement Priorities:

1. Person-Centered Care and Resident Experience
2. Reduce Emergency Department Visits
3. Restraint Reduction

How did Sunnyside select these ideas?

- **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
 - Social Planning Associate
- **Consultation with Sunnyside Community Members:**
 - The Resident Leadership Team
 - Professional Advisory Committee
 - Quality and Risk Management Committee
 - Continuous Quality Improvement Committee

- The selection process included review of data, focus group feedback and surveys, and a review of policies and procedures.

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

Sunnyside will:

- Share updates with the Continuous Quality Improvement Committee (twice per year).
- Share updates and action plans with the Quality and Risk Management Committee (as necessary).
- Share updates with the Resident Council Leadership Team (as relevant).
- Share updates with the Interdisciplinary Team (as relevant).
- Share and monitor progress with workgroups/individuals that are guiding the improvements (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:

The results of the 2024 Resident Experience Survey (which was completed in November 2024) were used to guide improvement steps for Sunnyside.

Survey results shared the following opportunities:

- Support and expand upon person-centred care for all residents.
- Seek feedback on how to improve the food served at mealtimes and the mealtime experience.

How Sunnyside is going to improve:

As a result of survey findings, the following improvement opportunities will be completed:

- Provide education to staff on the importance of caring for both the emotional and physical health of residents (person-centred care).
- Include questions that focus on mental health needs on the 2025 Resident Satisfaction survey.
- Collect more resident feedback to improve the mealtime experience.
- Conduct a review of the resident clothing labelling process to identify areas of opportunity.
- Identify opportunities to enhance the admission process to promote the best experience for residents and families.

The survey results have been shared with the Sunnyside community:

- Results shared with Resident Leadership Team, January 2025

- Draft recommendations approved by the Resident Leadership Team, February 2025
- Results posted on the website, April 2025
- Results included in Community Newsletter, April 2025

Project Lead: Kelly Buxton, Social Planning Associate

2. Restraint Reduction

Current performance:

As of March 2025, 2.1% of residents had restraints applied at Sunnyside. The rate of 2.1% is above Sunnyside's goal of 1.9%.

How Sunnyside is going to improve:

Sunnyside Home will work to reduce the rate of restraint usage among its residents. Sunnyside set the improvement target to be below the provincial average of 2.0%.

Key areas of improvement work include:

- Update the Minimizing Restraints and Personal Assistive Devices program and policy.
- Conduct a trial of the new program and policy in select home area(s) to support a Home-wide strategy.

Project Lead: Marie Belanger, Manager of Resident Care

3. Reduce Avoidable Emergency Department Visits

Current Performance:

Sunnyside Home's avoidable Emergency Department visits is currently 14.3%, which is significantly below the provincial average of 21.7%.

Sunnyside's goal is to further reduce the rate to 12.0%

How Sunnyside is Going to Improve:

Sunnyside Home will work towards further reducing avoidable department visits by:

- Sunnyside's Nurse Practitioner will lead consultation, as applicable, with Medical Doctors and the Interdisciplinary Team to diagnose, treat and manage acute and chronic illnesses. The focus will be that all residents have an accurate diagnosis and therapeutic plan of care in place.
- The Nurse Practitioner will develop a survey that will be given to all registered staff in order to prepare the appropriate staff education. All registered staff will receive this education from the Nurse Practitioner.

Project Lead: Project Lead: Christine Mance, Nurse Practitioner