



## **CONTINUOUS QUALITY IMPROVEMENT INTERIM REPORT**

**July 2022**

### **Designated lead**

Karen Allen RN  
Quality Assurance/Education Nurse

### **Quality Improvement Priorities**

Edgewater Gardens LTC is committed to ongoing quality improvement in all areas of our home. Staff participating in all areas of care, along with residents, family members, volunteers and community partners strive to meet everyone's individual needs. Following our Mission Statement "Our excellence in health care is guided by our patients and residents, their families, research and our highly skilled team of professionals. We provide that care in a safe and supportive environment, within a vibrant, rural community."

We have participated in the Quality Improvement Plan (QIP) process and online posting since 2015. Our priority areas for improvement for 2022/2023 are as follows:

1. Reduce the number of emergency department visits when possible.
2. Respond to complaints within 10 business days.
3. Increase active listening with residents and increase satisfaction survey response numbers.
4. Decrease the number of falls while promoting "least restraint" policy.
5. Decrease the number of residents on antipsychotic medication that do not have a diagnosis of psychosis.

### **Identifying Priorities Process and QIP planning**

The following sources will be utilized to identify quality priorities:

- In order to fully recognize and emphasize the residents' right to independence, personal choice, dignity, and participation in decisions affecting his/her care, the use of our Resident Satisfaction Survey will bring to light issues for consideration.



- Review of the data from the Canadian Institute for Health Information (CIHI) to compare the performance of other organizations to our own and be aware of issues other organizations are experiencing.
- Seek input from staff during regularly scheduled committee meetings, Resident and Family Councils, and community partners.
- Legislative requirements and changes made to them.
- Safety priorities as identified through safety reporting, critical incidents, risk analysis and internal audits.
- Accreditation Canada required organizational practices and standards.
- Best practice guidelines.
- Results from Compliance Inspections by the Ministry of Long-Term Care

### **Process to Monitor and Measure Progress**

Quality improvement is a continuous process, and as information is obtained, changes will be made and policies/procedures updated.

- Feedback from the partners listed above, along with audit results will be used to monitor changes and compare data to goals set.
- Quality improvement will be a standing agenda item for all committees.
- If necessary, small test samples will be trialed and if found to be effective will be expanded to a wider use. If not effective, changes will be refined and trialed again.
- QIP will be updated as needed to reflect changing needs, and guidelines issued by our supporting organizations for best practice.