

Community Demographics

Community Name: Case Manor Community

Street Address: 28 Boyd Street, Bobcaygeon, Ontario, K0M 1A0

Phone Number: (705) 738-2374

Quality Lead: Lillian Igel, Executive Director

Continuous Quality Improvement Initiative Report

2022-23 Quality Improvement Initiative

In 2022/23, Case Manor Community chose to focus on the percentage of LTC residents without psychosis who were given antipsychotic medication for its CQI initiative. Case Manor Community set a 5% reduction target to achieve a performance of 10.4% on this indicator, from 10.9%. Case Manor Community's current performance on this indicator is 12.82%. A detailed summary of our change ideas and lessons learned is available on the Ontario Health's Quality Improvement Plan (QIP) publicly accessible pages.

2023-24 Priority Areas for Quality Improvement

Case Manor Community's priority areas for quality improvement for the year are:

1. Resident and Family Satisfaction
2. Our Ontario Health QIP Indicator: Falls in the last 30 days in long-term care

Sienna Senior Living strives to continuously monitor and improve resident and family satisfaction and staff engagement year over year. In response to feedback, specific action plans are developed and shared with residents, families, and staff. Case Manor Community completed the annual resident and family satisfaction surveys from September 14-28, 2022. Case Manor Community's achieved 52.6% for overall resident satisfaction and 88.4% for overall family satisfaction. The results were shared with our resident council December 16, 2023 and family council January 18, 2023 and their feedback was sought in the development of the strategies to improve overall satisfaction (see Table 1).

Sienna Senior Living Communities use QIPs to help us prioritize our improvement projects and this year the quality committee has chosen falls in the last 30 days in long-term care for its CQI initiative (see table 2). In addition to the QIP, our community uses our internal operational plan to help prioritize and plan improvements for key indicators.

Policies, Procedures and Protocols That Guide Continuous Quality Improvement

Quality Improvement Policy, Planning, Monitoring, and Reporting

Sienna Senior Living has a robust Quality & Risk Management Manual that guides our communities through continuous quality improvement activities with a focus on enhancing resident care and achieving positive resident outcomes. The Quality Committee identifies improvement opportunities and sets improvement objectives for the year by considering input from annual program evaluations, operating plan development, review of performance and outcomes using provincial and local data sources, and review of priority indicators released from Ontario Health, and the results of the resident and family satisfaction surveys.

Continuous Quality Improvement Committee

The Quality Committee oversees all aspects of our continuous quality improvement initiatives and identifies change ideas that will be tested and implemented in collaboration with the interdisciplinary team. CQI initiatives use Plan-Do-Study-Act (PDSA) cycles (rapid implementation, evaluation, and implementation cycles) in line with the Model for Improvement. The Continuous Quality Improvement Committee meets at a routine frequency to monitor key indicators and elicits feedback from key stakeholders including residents and families. Selected change ideas are based on best practices used across Sienna, which are informed by research/literature. Through regular meetings and data review, the organization can confirm whether the changes resulted in improvement and adjust if and where required.

Accreditation

In the fall of 2022, Sienna Senior Living communities participated in an external quality review for Accreditation. The accreditation process involves self-assessments of quality practices, engagement of our residents, families, and other stakeholders, and an on-site assessment conducted by peer surveyors. Sienna Senior Living was successful in receiving the highest-level award of a 3-year Accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).

Sharing and Reporting

A copy of this Continuous Quality Improvement Initiative Report was shared with the Resident Council on March 22, 2023 and Family Council on March 23, 2023. The QIP, including the progress report from the 2022/23 QIP, and the workplan for 2023/24, was shared with the Resident Council on March 22, 2023 and Family Council on March 23, 2023. As part of our quarterly reporting schedule, the committee will continually review progress and share updates and outcomes with residents, families, and staff via existing council and team meetings.

Planned Quality Improvement Initiatives for 2023-24

Table 1: Resident and Family Satisfaction

Case Manor Community aims to improve resident satisfaction to the Sienna Senior Living benchmark of 83% and to maintain our current performance for family satisfaction at 88.4%.

Area of Focus	Change Ideas
Dining Services	<ul style="list-style-type: none"> Case Manor cooks will participate in education with Sienna Senior Living's Executive Chef on culinary skills in September 5, 2023 Case Manor will implement new Sienna standard menus in collaboration with our Executive Chef, that incorporate new cooking processes, recipe enhancements and fresher and higher quality ingredients by June 12, 2023.
Activities	<ul style="list-style-type: none"> Case Manor aims to increase opportunities for activities by budgeting for an increase in staffing hours for the programs department in 2023.

Table 2: QIP Indicator: Falls in the last 30 days in long-term care

Case Manor Community has set a 2.0% improvement target to achieve a performance of 20.78% on this indicator, from 21.2%.

Change Ideas	Process Measure	Target for 2023-24
1. Falls prevention kits on each resident home area.	Percentage of front-line team members educated on fall prevention kits.	100% of full-time front-line team members will be educated on fall prevention kits by September 30, 2023.
2. Introduction of falls meetings on all home areas in the Care Community.	Number of falls meetings that occur in the care community	Case Manor will implement weekly falls meetings starting in March 2023 with a goal of holding 40 meetings by December 2023.