Elm Grove LivingCentre Comfort Quality Home

35 Elm Grove Ave, Toronto, ON M6K 2J2

Continuous Quality Improvement (CQI) Report 2024/2025

DESIGNATED LEAD

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Quality and Risk Manager

QUALITY PRIORITIES

Elm Grove Living Centre are pleased to share our Continuous Quality Improvement Report for 2024/2025. We modeled our improvement initiatives to align with our Mission Vision and Values of our home.

Our Mission

To provide a comfortable home where residents receive personalized care of the highest quality in a safe, caring and respectful environment.

Our Vision

In collaboration with our community partners, Elm Grove will use best practices and innovative solutions to assist our residents to achieve their optimal well being. Elm Grove will utilize our expertise and knowledge to become recognized experts in the provision of mental health care within the long term care setting.

Our Values

Respect- Valuing the dignity, diversity and uniqueness in our residents, staff, families, volunteers and community partners.

Resident Centred- Resident satisfaction and well-being is at the core of what we do.

Empathy- Actively listening, understanding and valuing each others' needs and experiences to achieve optimal outcomes.

Collaboration & Partnerships- Using our strong community partnerships and multi-disciplinary team approach to ensure a seamless continuum of care and services to meet and exceed the needs of our residents.

Innovation & Education- Utilizing best practices and a philosophy of continuous learning to empower our staff to provide personalized care of the highest quality.

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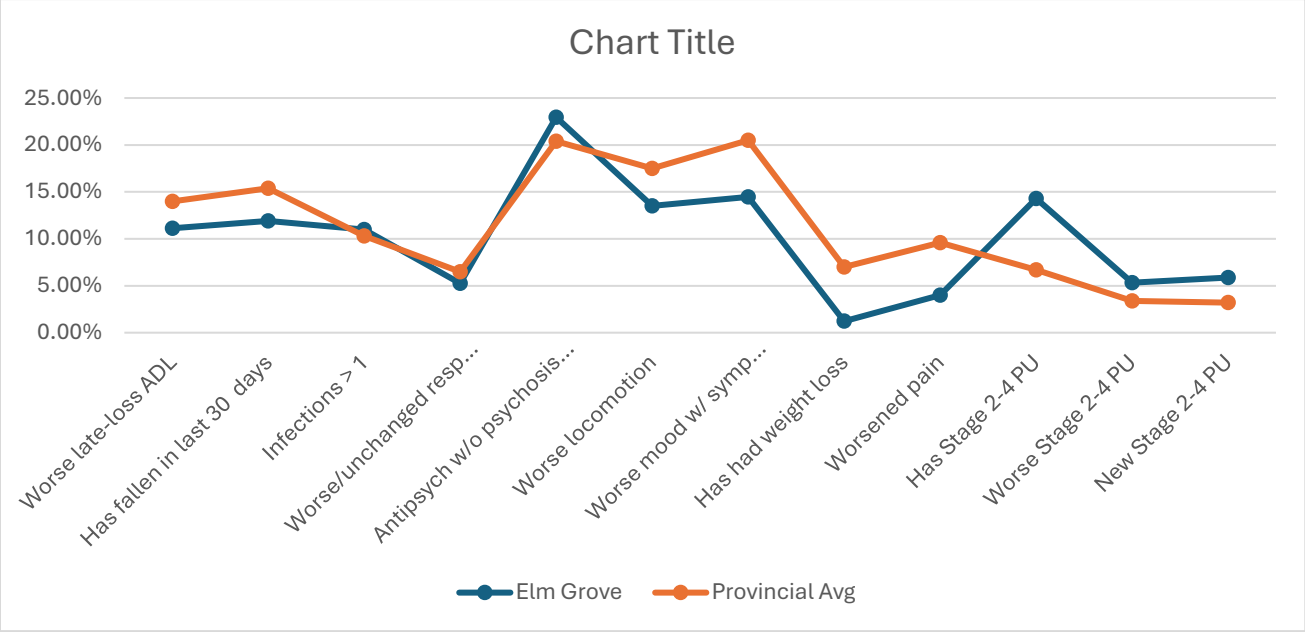
Reflection From Quality Improvement Plan From 2023/24

Reflecting on last year's Quality Improvement Plan, we are proud to say that we were able to reduce our percentage on antipsychotic medications. There are still opportunities for more improvement to meet our target percentage which is to be at par with the provincial average. We are continuing to work on improving our rate of hospital transfers. Though we did not meet our goal for this improvement initiative, we were able to strengthen our partnership with the community and other external partners. The home is making progress, however, there is room for achieving our desired goal based on the provincial average rate.

Key Performance indicators 2023/2024



Resident and family Survey

Our Resident and Family Satisfaction survey promotes accountability, transparency and ensures resident centred care by aligning services with individual needs. These surveys play a vital role in our decision making for quality improvement. Having a low response to our Family satisfaction survey(less than 60% responded), the data was not able to tell us clearly on areas where we are performing well and areas were more attention is needed. Despite this missed opportunity, our Resident satisfaction survey we had a better response (50% of resident responded). We shared these results in April 2023 with the Resident council and we were able use their feedback to reflect our Quality Improvement plan which was submitted to Health Quality Ontario. The leadership team are working on how to better engage our family to increase participation for the 2024/25 Survey.

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HIGHLIGHTS FROM 2023/2024

Accreditation Canada

In November 2023, Elm Grove Living Centre participated in the Accreditation Canada Survey and we are thrilled to announce that we have been accredited for the next five years. This achievement reflects our unwavering commitment to ensuring the safety, quality, and efficiency of our operations.

Building Upgrades

Addressing infrastructure challenges is essential to maintaining the quality of life at Elm Grove. In 2023, our primary focus was on enhancing the sustainability of our aging facility. We undertook various renovation projects, including remodeling spa rooms, upgrading the deck, repairing the roof, and improving residents' rooms, all aimed at creating a more comfortable and modern environment. Additionally, updates such as new office spaces, televisions, and an upgraded kitchen temperature system are expected to contribute to a better overall experience for our residents.

Technology continues to play a significant role in delivering our care. We support our residents through virtual appointments and have updated our phone and surveillance systems. These communication and security upgrades are intended to improve our communication channels, provide faster response times to residents' needs, and enhance monitoring capabilities to deter incidents of abuse, theft, and unauthorized access. We believe these changes will make our facility operate more efficiently.

CONTINOUOUS QUALITY IMPROVEMENT APPROACH

Determining Quality Priorities

Elm Grove Living Centre uses various sources to determine and prioritize the initiatives to enhance the quality of care that is being provided and to ensure operational efficiency. Listed below are some of the tools that allow us to have a comprehensive approach to determine the overall goal of the facility.

- Resident Satisfaction Survey's
- Family Satisfaction Survey's
- Clinical Operation Data(CIHI, Audits, MDS)
- Feed back from Resident and Family Council
- Resource Utilization
- Compliance Audits
- Quality Improvement Committees

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2024/2025 Quality Improvement Priorities

1. Reduction of Emergency Transfers

Our Objective is reducing the current rate 15%. Currently we collaborate with our Nurse Lead Outreach Team (NLOT) for education and training and assessment of complex. We plan on re-educating staff SBAR communication template, discussing with family members regarding Advance care planning, and implementing RNAO clinical pathways

2. Improving Resident Quality of Life

During our Resident and Family satisfaction survey it was apparent that we needed to focus on staff consistency and having more meaningful programs on the weekends. We committed to allocating hours to have a part-time staff to work and ensure that programs are running in the home 7 days a week. We are also tirelessly ensuring that we are recruiting staff in the meantime we are working with our agency partners to have them bring staff to work solely at Elm Grove.

3. Safety

Fall prevention is vital in promoting a safe, supportive and high quality care environment, Our home would like to see a drop of 15% from our current performance. We continue to assess everyone for their own personal fall prevention needs along with their environment. A new strategy we will be implementing is “The for Ps.” By doing this it will promote a safer environment enhances resident comfort and reduce the likelihood of falls and related injuries.

4. Promotion Of Equity and Indigenous Health

As an organization we want to ensure equity among all is at the forefront. We want to ensure that we are respectful for everyone’s cultural and spiritual needs are addressed. As an organization we will be providing cultural competency training as it will provide continuous learning opportunities on inclusion and diversity. We will also be starting to engage with the Indigenous community by starting our meetings with land acknowledgements and collaborating with local Indigenous communities to learn more about their traditions and health needs.

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MEASURING PROGRESS

Elm Grove Living Centre has adopted a quality scorecard to measure Outcomes and drive Quality Improvement. It ensures standardized, comprehensive evaluations, facilitates data-driven decisions, promotes accountability and transparency, and supports continuous monitoring and engagement.

EG Performance and Quality Scorecard

	STRATEGIC OBJECTIVES	KEY PERFORMANCE INDICATORS	BASELINE	TARGET	PROGRESS			
FINANCIAL	Demonstrate accountability and efficiency	Operating Expenditure	< 5% of quarterly budget	< 10 % of quarterly budget	Q1	Q2	Q3	Q4
		Cash flow	positive cash flow	positive cashflow				
		Purchased services (Staffing Agency)	50% of frontline staff	< 25%				
		CMI Score	1.18	> 1.20				
		Bed Occupancy	90%	95%				

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STAKEHOLDERS	Overall resident and family satisfaction and participation	Overall rating of care (resident and family) Annual	75%	85% or better				
		Resident/ family and physician engagement (Annual)	80%	85% or better				
		MOH Inspections	Zero Compliance Orders	0				
RESIDENT SAFETY	Processes are resident centered, focused on quality and safety	% Medication reconciliation on admission	100%	100%				
		# of fall with serious injury	8%	< 5%				
		Rate of preventable hospital transfer (Annual)	46	Reduce by 25%				
		% Compliance with hand hygiene policy	85%	95%				
		Psychotropic Drug use	25%	< 21 %				
		# Publicly reported infection measures	> 3 per month	<3 per month				
		Pressure injury Stage III and IV (Developed in house)	1	0				

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EMPLOYEE SATISFACTION	Enhance and maintain a healthy work environment	WHIMS Completion (Annual)	100% off staff	100%				
	% Performance development plans completed	Staff Performance development and evaluation plans completed yearly	100 % annual completion	25% of staff completed each quarter				
	Decrease staff turnover and increase retention	Employee Satisfaction Survey Results (Annual)	75%	85%				
	Leader learning development	Surge Learning - Staff Learning and development (Annual)	100%	100% completion rate				

	Target Met
	Target Unmet and no change from previous quarter
	Target Unmet and unfavorable from last quarter