MEMO

Date: March 31, 2023

From: Lacy Ferguson, Quality Assurance Manager

cc: Jane Joris, General Manager

Re: 2022 Final Quality Initiative Report

CORPORATE LEAD:	Quality Assurance Manager	Lacy Ferguson

The County of Lambton Long-Term Care Division is committed to providing the highest quality of care and services to people living in the Homes and to people who access services such as the Adult Enrichment Centres.

While each Home develops its own targets and action plans, the following are the top three priorities for the Long-Term Care Division for 2022/23:

1) Timely and efficient transitions
   a. Reduce the avoidable Emergency Department (ED) visit rate
2) Elder and family experience
   a. Improve positive response for Elders having their voices heard
   b. Improve positive response for Elders being able to speak up about the Home
3) Safe and effective care
   a. Reduce the potentially inappropriate antipsychotic medication use in long-term care

These priorities were identified under the guidance of Health Quality Ontario as well as discussion with each Home's Quality Improvement Committees.

INITIATIVE #1: Timely and efficient transitions

In 2022/23, the most common reason for an avoidable transfer to hospital was related to a potential injury from a fall. All three homes launched a Purposeful Rounds program by June 2022 which ensures Elders at a higher risk for falls receive an hourly check. The documentation from the checks is reviewed and individualized interventions are put in place to ensure needs are met efficiently to avoid a potential fall.

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INITIATIVE #2: Elder and Family Experience

Elder and family experience is measured through our annual survey. The two indicators that were chosen to analyze the Elder and family experience were:

- Having a voice – which will be addressed on the Elder's survey with "I can express my opinion without fear of consequences"
- Being able to speak up about the Home – which will be addressed on all versions as "Staff take time and listen to me"

All three Homes received high satisfaction related to expressing opinions. To improve upon Elders feeling that staff take time to listen to them, the Purposeful Rounds program was expanded to include all staff and all Elders. Training was completed in March 2023 and the expansion of the program promotes meaningful conversations and ensures staff are frequently engaging with Elders. The program will be discussed and promoted at all team meetings throughout the year.

INITIATIVE #3: Safe and Effective Care

The rates for antipsychotic drug usage vary significantly across the three Homes. Each home is working closely with the pharmacy provider to review medication usage and reduce the unnecessary antipsychotic drugs in the Homes.

To better support Elders, each Home's Behaviour Supports Team (BSO) will be receiving training to ensure the appropriate non-pharmacological support for Elder's behavioural expressions is applied prior to use of antipsychotic medication.

IN SUMMARY

HQO has released the priority indicators for the 2023/24 year will remain the same as the previous year. A formalized Quality Improvement Plan (QIP) has been submitted to HQO to outline the various change ideas The Manor will undertake throughout 2023 to improve upon the results presented in this report.

While each Home develops its own specific target and action plans, the collaboration amongst the three County of Lambton Homes ensures consistency and use of leading practices across the Division.

The Long-Term Care Division will continue to look for opportunities to improve while providing the best possible care to the people living in the Homes.

For further information related to Quality Initiatives, please see the Quality Improvement Board or the Home's Administrator.