



The Villa Care Centre Interim Quality Report 2022

Overview

The Villa Care Centre is committed to making an outstanding difference in the lives of others. Our long-term care (LTC) community of 160 residents is one of fourteen LTC communities proudly owned and operated by Jarlette Health Services, which has a 50-year heritage of excellence in resident-centered care. We are committed to strong values of respect, accountability, responsibility and passion. We work tirelessly to provide a dynamic LTC experience to our residents, family members, team members and the broader communities we serve.

Resident Care

Understanding the challenges that the pandemic has brought to LTC homes, we identified that we had to strengthen our foundation, tools and processes to ensure that our team continued to have the resources needed to ensure that our residents received the best care and services possible. It is our goal to make our "house a home".

Undertaking a full review of all **Resident Care Policies** to reflect the new *Fixing Long Term Care Act* (Act) and its associated *Regulations* - this work began in January, 2022 and has resulted in the creation of new Manuals and updated policies for:

1. Culinary
2. Life Enrichment
3. Infection Prevention and Control (IPAC)
4. Quality + Risk Management
5. Resident Care.

This work has allowed us to ensure our resident care processes are streamlined, resident focused and lead to high quality care and services.

Our **Surge** electronic education platform has been updated and we have created new monthly calendars that our Staff Educators can use every month to ensure that all staff are current and up to



date with their learning. This ensures that our team can meet the standards required by the Act and Regulations but also that they are consistently learning and keeping their knowledge with standards of resident care are always at the forefront.

Introduction of a new **Auditing and Inspection Protocol (IP) schedule, forms and process** - has allowed us to ensure that we are continually monitoring all aspects of our services and making corrections when deficiencies are identified or building on positive work where highlighted. This was introduced in May, 2022 and we expect that this will help us move forward to improving our focus on our residents and services surrounding them. Our goal is to engage residents and families in data review, improvement planning and evaluation as part of our open and transparent approach to being a home.

PointClickCare (PCC) refresh - as we reviewed our electronic documentation system it became clear that our system needed a refresh to ensure that our teams can comply with the requirements of legal documentation so that our resident's care needs are accurately reflected and that care can be provided to meet each individual resident's needs. This work began in February, 2022 and has included a clean up of the back end configuration and security user roles. New streamlined Assessments and Progress Notes have been created. This work is ongoing and expected to continue until the fourth quarter. A complete rebuild of our care plan library and the Point of Care documentation function will be the final parts to allow our teams to more effectively document and chart the care for our residents every day while maintaining an individual resident focus.

Antipsychotic medication use or more appropriately, use of antipsychotic medications only for residents who meet the approved definition for use of these high risk medications. In 2021 our percentage of residents on these medications without a supporting diagnosis is 22.52 our target is 17. We plan on reducing the indicator through our Staff Educator/BSO lead and will ensure that all residents on prescribed psychotropic medications will have their use reviewed during the next three month medication review by the physician and will discuss alternatives.

Resident and Family Relations

The use of the **One Call system** has enhanced our ability to communicate on a large scale and consistent messaging in times where concise and direct communication have been much needed. The pandemic has allowed us to explore alternative ways of communicating and so far we are



impressed with how easily we can communicate changes or updated information to a large group through the use of One Call.

We have also introduced a new **Care Conference format** in PCC to allow our teams to capture fully the care conference conversations and information shared between staff and families and residents. This format allows us to be more accurately documenting and capturing the aims, wishes and goals of the resident and to discuss collaboratively how we as a team will get there.

Resident and Family Satisfaction continues to be a focus for our home and working from our score last year for Likely to Recommend of 76% we have a target for this year of 81%. We are working on improving this score by ensuring residents are given the opportunity to become involved in the running of The Villa Care Centre through participation in the Resident Council.

Our Resident/Family and Essential Caregiver Satisfaction Survey is carried out annually in the month of November. Results are shared with both Resident and Family Councils thereafter and members are involved in discussions about any actions the home or organization is taking. Councils are asked to review and provide input on changes to the next survey tool questions. Other work identified throughout the year to improve quality within the home is shared by the administrator through the One Call notification system, postings on information boards, the home's monthly newsletter, Town Hall meetings or at the Residents and Family Council meetings as they arise.

Our areas for improvement are measured, monitored and communicated throughout the year at a variety of levels which include core program committees, Professional Advisory Committee and Quality Council meetings, Resident and Family Council meetings and at home level and corporate level meetings such as Administrator/Director of Care weekly meetings as well as Goal Setting meetings and Operational Planning meetings.

Resident Experience / Comfort or Quality of Life

Emergency Department transfers - we as a team understand that there are times when residents require transfer to hospital however our focus is on residents who could have avoided a transfer to hospital. In 2021 our actual number for transfer to hospital was 21.90% . We have committed to working towards a target of 19% by Registered staff to provide effective communication to our physician and nurse manager on call, including a full assessment of Resident and obtaining consent by physician/on call nurse manager before sending to the ER.



I, Tracy Hinks, Administrator, am the Quality Lead at The Villa Care Centre.