



Roberta Place

Jarlette Health Services Long Term Care

Final Quality Report for 2022

Overview

Jarlette Health Services is committed to making an outstanding difference in the lives of others. Roberta Place, is one of fourteen Long Term Care Homes proudly owned and operated by Jarlette Health Services, which boasts a 50 year heritage of excellence in resident-centered care and a commitment to strong values of respect, accountability, responsibility and passion. We work tirelessly to provide a dynamic Long Term Care (LTC) experience to our residents, family members, staff and the communities we serve.

In December 2022 - we were thrilled to be awarded a full 3yr accreditation from CARF which reflected the hard work and dedication of our team. We were happy to share these results with our residents, family and other stakeholder groups and involved them in our CARF prep as well as our survey days.

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.

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. We strive to be nimble and responsive to changes in direction from Government or best practices and continue to always look for the next best way to deliver our 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. In late 2022 we added a new package to support the educational requirements for the Medical Directors, Physicians and Nurse Practitioners.

Introduction of a new **Auditing and Inspection Guides (Inspection Guides)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 updated in August when the Ministry switched from Inspection Protocols to Inspection Guides 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 and rebuild - as we reviewed our electronic documentation system it became clear that our 20+yr old system needed a major refresh to ensure that our teams can continue to 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. In late 2022 we introduced the IPAC module to our teams to electronically manage trending and tracking of all infections. We will be introducing the AMPLIFY project in 2023 which is a project which connects hospitals to LTCs to share documentation directly into the residents PCC chart. In early 2023 we will launch a new Care Plan library and new Point of Care library to allow our teams to more effectively document and chart the care for our residents every day while maintaining an individual resident focus. In late 2022 and on into 2023 - our home will be transitioning to updated software to manage medication administration. In mid 2023 we will also introduce Practitioner Engagement software which will ensure our Physicians, Medical Directors and Nurse Practitioner can prescribe electronically and complete their required documentation in a more effective manner.

Mealsuite/Menustream

In 2022 we recognised that we needed to improve some of the processes around our meal services and in 2023 we will be implementing Menu Stream software to our team which will improve the flow of information from different teams around residents' food and fluid needs to ensure that they always have what they want and need from our team.

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 actual number was 35.12 and our target set at the beginning of 2022 was 31.58. In 2022 our percentage of residents on these medications without a supporting diagnosis is 55.22. The target for 2023 is 33.13. Some ways in which we will look to reduce this number is by liaising with our physician from Waypoint, to examine and reassess medications and diagnosis. We will continue to work with Behavioural Support Ontario (BSO), nursing and the recreation team, to provide alternative interventions for residents, such as Montessori based programs. Roberta Place will focus on education specifically, Gentle Persuasive Approach (GPA) and continuing to strive to have 100% of staff educated and reeducate staff as needed and requested.

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.

We began to focus our work around our **Palliative Care** services and as part of this we educated our teams on **Advanced Care Planning** and Consent and Capacity. We also introduced the POET form in PCC to allow teams to document residents' wishes and values.

Resident and Family Satisfaction continues to be a focus for our home and working from our score in 2021 for Likely to Recommend of 91.0, we had a target for 2022 of 93.0. In 2022 we scored 73.8% for Likely to Recommend. Our target for 2023, with our target to increase our score to 88%. We want to focus on improving resident and family recommendations for menu changes from 72.3% to 83.14%. Roberta Place will be implementing more food based programs asking for input and insight to the menu, while also continuing to ask for feedback from the Resident Council. Roberta Place will begin food auditing menu items being served to residents, in hopes to improve resident food satisfaction. We will also continue to make improvement measures in laundry to address laundry being misplaced by, reevaluating the labeling system and relabelling clothing daily. Residents and family at Robert Place will continue to use the clothing drop off box system to ensure all new clothing is being labeled. Roberta Place will continue to strive to work closely with the Family 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.

Involvement in plan of care - In 2021 our home scored 100.0. Our target for 2022 was 100.0. Our current performance for 2022 shows Roberta Place at 73.9. Roberta Place strives to improve our residents' involvement in plan of care by speaking to residents and/or SDMs when there is a change in status and change in care plan. Roberta Place has implemented a new admission process, which focuses on the resident and providing a seamless move in experience into the home. Roberta Place will continue to foster strong relationships with residents and families by facilitating care conferences and asking for input and involvement in the plan of care for residents.

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 24.32. Our current performance is 32.04. We have committed to working towards a target of 23.07, by continuing to educate our nurses on available diagnostic tools, ongoing communications with our in-house physician and utilizing the expertise of the Nurse Led Outreach Team (NLOT) Nurse Practitioners.

We aim to continue to work on making our home more resident focused and 2023 is exciting for the home as we are going to be implementing the first Butterfly model to Jarlette. We also look forward to being able to then share our learnings with our sister homes by the newly introduced Butterfly Podcast series as they also embark on the Butterfly journey over the coming years.

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