

**ROYAL TERRACE LONG TERM CARE
QUALITY PLAN AND REPORT
APRIL 2024**

BACKGROUND:

Royal Terrace is committed to continuous quality improvement to improve care for residents and practices for team members. Royal Terrace believes in transparency with quality improvement and through a variety of processes we are always looking for opportunities to be pro-active, efficient, and innovative while streamlining, revising and developing new processes for clinical and operational effectiveness. Continuous Quality Improvement is an ongoing process and considered vital to all work departments within Royal Terrace.

Royal Terrace is committed to resident-directed, safe, quality care that is inline with The Residents' Bill of Rights within an inclusive environment that supports quality improvement and revolution.

INTRODUCTION:

Quality Improvement is collected in a variety of ways.

Royal Terrace participates in CARF International Accreditation, which is a voluntary process that ensures the optimal standards are met for health services and quality care to older adults. Royal Terrace currently holds a 3-year accreditation valid until October 31, 2025.

Royal Terrace additionally seeks input from team members, residents, family members, and persons of importance to residents through surveys. Surveys are conducted annually, and results are shared with residents, team members and families.

Resident and family communication and feedback is also sought through resident committees such as Residents' Council and Food Committee as well as Family Council, where suggestions and concerns can be brought forth.

Team Members can additionally provide suggestions and concerns through General Staff Meetings, which are held 9 times a year, and departmental meetings, which are held 4-6 times a year depending on the department. Interprofessional meetings such as Professional Advisory Committee (PAC) and Quality Improvement Committee (QIC) meetings are held on a quarterly basis where quality improvement plans are reviewed and discussed.

Target areas are determined through internal and external benchmarks such as various audits, program evaluations, legislation and other reviewed such as the Ministry of Long-Term Care, Public Health, Ministry of Labour and other internal or external stakeholders' inspections.

Through Health Quality Ontario a Quality Improvement Plan is submitted annually and reviewed by the homes QIC to determine focus areas for improvement.

The attached plan outlines our quality commitment to the residents, team members and community partners to improve specific issues through determined targets and actions.

QUALITY IMPROVEMENT COMMITTEE

Our designate QI lead is Hailey Caldwell.

Members included in the QI Committee are but not limited to Administrator, Director of Care, Medical Director, Dietary and Environmental Manager, Life Enrichment Manager, Retirement Home Manager, Registered Dietician, Pharmacy Consultant, Registered Physiotherapist, Public Health Representative, Quality Care Lead, IPAC Lead, PSW and Nursing Staff Representative, Resident Council Representative and Family Council Representative if available.

RESPONSIBILITIES OF THE QI COMMITTEE

- To monitor and report on quality issues, residents' quality of life, and the overall quality of care and services provided within Royal Terrace, with reference to appropriate data.
- To identify and make suggestions regarding priority areas for quality improvement within the home.
- To coordinate and support the implementation of quality improvement initiatives within the home as well as but not limited to preparing the report on continuous quality improvement.

QUALITY IMPROVEMENT AND OPERATIONS

- QI initiatives are identified through a variety of ways, such as satisfaction surveys, concerns or complaints reviews, informal and formal meetings, program evaluations, audits, or compliance. The QI Committee then identifies initiatives and are addressed based on priority, such as high risk of satisfaction feedback.
- The QI plan will be developed and implemented and communicated then to the QI Committee. Information will then be shared with residents, families, and team members. The QI Committee will review and update quality initiatives on an ongoing basis during meetings and revise as necessary. Updates will be communicated to Residents' Council, families and team members.
- Policies, procedures, audits, and other resources are available within the home at their designated location, and can be available to others upon request.
- Dissemination of the quality improvement plan and report will be available on our website, with copies provided to Residents' Council, Family Council as available and upon request within the home.

QUALITY IMPROVEMENT INITIATIVE SUMMARY FOR FISCAL YEAR 2024

Overview:

Royal Terrace's building was completed in 1989 in the rural community of Palmerston, Ontario. Royal Terrace has excelled in the delivery of care and services to its 67 residents. It has provided a warm and loving home for many seniors and a wonderful workplace atmosphere for staff.

Building and Environmental Improvements:

1. Installation of the sprinkler system.
2. Upgrade to LED lighting throughout.
3. Renovate Fireplace Lounge/Palliative Room
4. All resident closet doors to be replaced.
5. New automatic doors at front entrance.
6. Replace existing generator.
7. Install new call bell system.
8. Replace eavestrough around the building.
9. Make 2nd entrance into Royal Terrace safe to use throughout the winter and moving forward.

Clinical Programs:

1. New skin and wound module implemented April 2024

Communication and Technology:

1. Implement Meal Suite
2. Upgrade WIFI services to accommodate increased device use.
3. Introduce Communication App to keep staff updated on pertinent information and updated policies and procedures.

Access and Flow

1. Reduce ED Visits – continue to education Registered staff and utilize resources accessible whenever possible
2. Reduce Falls – reduce falls risk and serious injury with increased use of fall prevention techniques.
3. Palliative Care – provide education and supports to families and residents on end of life care. Updated Palliative Care standing order medications for seamless transition to end of life.

Equity and Indigenous Health

1. All Managers have completed cultural awareness and safety education modules, including First Nations, Inuit and Métis Culture, Colonization and the Determinants of Health and Cultural Competence in Healthcare.
2. We plan to provide further education in these areas to employees.

Safety

1. Revised and implemented a new Return to Work routine.

Retention and Recruitment

1. To continue to not have to utilize Agency Staff for coverage in all departments.

Resident-Centered Care

1. To have all staff complete annual training modules by end of October 2024.

Resident/Family Satisfaction Survey Results
December 2023 – Fiscal Year 2024

1. Are you satisfied with the care that you receive at Royal Terrace (29 answers)?

- 93.1% of surveys came back satisfied.
- 3.45% were neither satisfied nor dissatisfied
- 3.45% were dissatisfied

COMMENTS:

Very Good

Terrific

We are very pleased with the loving care and patience that is shown on a day to day basis. I believe the leadership is demonstrated through the employees' actions. Our prayers were answered when we were accepted at Royal Terrace.

Can get frustrated with items constantly disappearing, and not re-appearing for many days. Overall a good place.

Staff do an awesome job, thanks for everything you do!

Thank you to all the staff for all your hard work and taking good care of mom.

I enjoy my time here and the excellent care

2. Would you recommend Royal Terrace to others (29 answers)?

- 89.66% of surveys came back satisfied.
- 6.9% neither satisfied nor dissatisfied
- 3.45% were dissatisfied

COMMENTS:

In general we are very pleased with Royal Terrace

We are quite pleased with the facility and the care provided

3. Are the staff courteous, friendly, and helpful (29 answers)?

- 93.1% of surveys came back satisfied.
- 6.9% were neither satisfied nor dissatisfied

COMMENTS:

Staff are amazing with my mom, no concerns from me.

Great staff. Always courteous and wanting to help. Keep up the good work!

4. Do you feel you can express your opinion without fear and/or consequences (28 answers)?

- 92.28% of surveys came back satisfied.
- 6.9% were neither satisfied nor dissatisfied

COMMENTS:

5. Do appropriate staff address your questions and concerns promptly and to your satisfaction (29 answers)?

- 82.76% of surveys came back satisfied.
- 10.34% were neither satisfied nor dissatisfied
- 6.9% were dissatisfied

COMMENTS:

Phone calls and email enquiries can sometimes go unanswered.

6. Are you satisfied with the food service and meals? (29 answers)

- 93.1% of surveys came back satisfied.
- 6.9% were dissatisfied

COMMENTS:

Meals are very generous

7. Are you satisfied with the variety of recreation programs offered by the Life Enrichment Department? (29 answers)

- 89.66% of surveys came back satisfied.
- 10.34% were neither satisfied nor dissatisfied.

COMMENTS:

I'd like to see more country music and I enjoy it more
There needs to be much more Physiotherapy

8. Are you satisfied with the laundry service? (29 answers)

- 96.55% of surveys came back satisfied.
- 3.45% were dissatisfied

COMMENTS:

Socks seem to get lost often LOL
Sometimes we can find roommates clothes in our closet and visa versa

9. Are you satisfied that the facility is clean, comfortable and well maintained? (29 answers)

- 96.55% of surveys came back satisfied.
- 3.45% were neither satisfied nor dissatisfied

COMMENTS:

Ants have been seen, but could be from bananas left in the room

10. Do staff/volunteers introduce themselves upon entering your room and explain why they are there? (27 answers)

- 92.6% of surveys came back satisfied.
- 7.4% were neither satisfied nor dissatisfied.

COMMENTS:

Staff are always pleasant and staff are good to introduce the new staff.

11. On a scale of 0-10 with 0 being staff do not listen at all and 10 being staff listen extremely well, what number would you use to rate how well the staff listen to you? (29 answers)?

- 86.21% listen well (scale 8-10)
- 13.8% listen moderately (scale 4-7)
- 0% listen poorly (scale 0-3)

COMMENTS:

Sometimes staff listen but then difficult to get any feedback

Staff listen but are busy with other patients that need more assistance.
On weekends there is less listening as staffing is likely smaller.

Shared with Residents: January 29, 2024

Shared with Staff: January 18, 2024

Shared with Family: January 29, 2024

Shared with QIC/PAC: March 19, 2024