

# Continuous Quality Improvement – Interim Report

**Designated Lead:** Jennifer Theron Resident Care Manager

## Quality Priorities for 2023/24

The Grove Nursing Home is committed to providing quality care and we are excited to share our 2023/24 Quality Improvement Plan (QIP). Our mission is “as your partner in health, we deliver compassionate, quality care each day”. Arnprior Regional Health is committed to achieving our strategic goals in 2023/24. These goals were created based on unprecedented times that healthcare has faced and continues to face with the ongoing impacts of the pandemic, strained human resources and worker burnout. The high level priorities for this year’s QIP as determined by our board of directors include:

- Reduce the number of transfers to the emergency department related to potential urinary/bladder retention by 50% per quarter.
- Increase the % of person centered care education opportunities, offered for 100% of residents, families and staff to participate
- Reduce the % of residents who fell within the last 30 days to 10%

Priorities are placed in different categories based on their anticipated level of focus.

## Quality Objectives for 2023/24

### Focused Action:

1. Increase the % of person-centered care education opportunities.
2. Reduce the % of residents who fell within the last 30 days to 10%

### Moderate Action:

1. Reduce the number of transfers to the emergency department related to potential urinary/bladder retention by 50% per quarter

### Monitoring metrics:

**See Quality Committee of Board indicators.**

## QIP Planning Cycle and Priority Setting Process

The Grove Nursing Home has developed QIPs annually as well as completion of annual Clinical Program Evaluations. Development of QIPs and Clinical Program Evaluations are based on information gained from:

- Resident and family satisfaction surveys and employee experience surveys
- Results from internal completion of Inspection Protocols
- Critical Incident trends
- Data available from Quality Indicators
- Complaints, concerns and compliments
- Feedback from resident and family council

Priorities are discussed in various settings including senior leadership team meetings, Quality Committee, monthly clinical program meetings which includes family/friend and resident members as well as the Board of Directors.

**Process to measure progress**

- Quality indicators are discussed quarterly at Quality meetings to help monitor progress.
- Results from resident and family satisfaction surveys and staff employee experience surveys
- Attendance at person centered care courses

**Process to communicate outcomes**

- Daily huddles and staff meetings
- Quality Committee discussions