

2024/25 Continuous Quality Improvement Initiative Report

Community Demographics

Community Name: Fieldstone Commons Community

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Quality Lead: Umang Khare, Executive Director

2023-24 Quality Improvement Initiatives

In 2023/24, Fieldstone Commons chose to focus on the percentage of LTC Residents without psychosis who were given antipsychotic medications and Resident and Family Satisfaction for its CQI initiatives.

Fieldstone Commons set a 5% reduction target to achieve a performance of 18.55% on this indicator, from 19.53%. Fieldstone Commons current performance on this indicator is 19.23%. A summary of the change ideas and their results is available in table

Fieldstone Commons aimed to improve resident satisfaction to 83% or higher, and family satisfaction to 84% or higher. This was a 7.5% improvement for resident satisfaction, from 77.2%, and a 0.6% improvement for family satisfaction, from 83.5%. Sienna Senior Living implemented a new, innovative survey format on a new platform to measure resident and family satisfaction in 2023. Fieldstone Commons achieved a combined Net Promoter Score (NPS) of 39.00 for Resident and Family Satisfaction. A summary of the action plan and its results for resident and family satisfaction can be found in table 1.

2024-25 Priority Areas for Quality Improvement

Sienna Senior Living Communities use our Ontario Health Quality Improvement Plans (QIPs) to prioritize our improvement projects and this year Fieldstone Commons quality committee has chosen Resident and Family Satisfaction (see table 2) and antipsychotic usage without a diagnosis of psychosis for its CQI initiatives (see table 3). In addition to the QIP, Fieldstone Commons uses the internal operational plan to help prioritize and plan improvements for key indicators.

Sienna Senior Living strives to continuously monitor and improve resident and family satisfaction and staff engagement year over year. In response to feedback, specific action plans are developed and shared with residents, families, and staff. Fieldstone Commons completed the annual resident and family satisfaction surveys from September 13-27, 2023. Fieldstone Commons achieved an NPS of 16.00 for resident satisfaction and an NPS of 51.00 for family satisfaction. The results were shared with our

resident council on March 7, 2024, family council on December 14, 2023, and team members through town halls on April 3, 2024. Feedback from the resident, family, and team member stakeholders was used to develop strategies to improve overall resident and family satisfaction.

Additionally, Fieldstone Commons annual Operational Planning Day was held on January 29, 2024, and included residents, team members, and the management team. During Operational Planning, resident and family satisfaction results and other clinical indicators were shared and feedback from stakeholders was sought in the development of improvement strategies.

Resident and Family Satisfaction Survey

Sienna Senior Living's innovative resident and family satisfaction survey improves our ability to incorporate feedback into our day-to-day culture. We've worked with experts to create surveys that are more accessible for people living in long-term care. Resident and Family councils from each Sienna Senior Living Community were consulted and involved in the creation of the new survey. They are shorter, intended to occur more frequently, and designed to capture a true picture of your experience and what you define as important. The survey results include an overall Net Promoter Score (NPS) that identifies residents' and families' perceptions of our community and how people feel their needs are being met as well as a text analysis that highlights what people have focussed on and how we can meet their needs.

Policies, Procedures and Protocols That Guide Continuous Quality Improvement

Quality Improvement Policy, Planning, Monitoring, and Reporting

Sienna Senior Living has a robust Quality & Risk Management Manual that guides our communities through continuous quality improvement activities with a focus on enhancing resident care and achieving positive resident outcomes. The Quality Committee identifies improvement opportunities and sets improvement objectives for the year by considering input from annual program evaluations, operating plan development, review of performance and outcomes using provincial and local data sources, and review of priority indicators released from Ontario Health, and the results of the resident and family satisfaction surveys.

Continuous Quality Improvement Committee

The Quality Committee oversees all aspects of our continuous quality improvement initiatives and identifies change ideas that will be tested and implemented in collaboration with the interdisciplinary team. CQI initiatives use Plan-Do-Study-Act (PDSA) cycles (rapid implementation, evaluation, and implementation cycles) in line with the Model for Improvement. The Continuous Quality Improvement Committee meets at a routine frequency to monitor key indicators and elicits feedback from key stakeholders including residents and families. Selected change ideas are based on best practices used across Sienna, which are informed by research and literature. Through regular meetings and data review, the organization can confirm whether the changes resulted in improvement and adjust if and where required.

Accreditation

In the fall of 2022, Sienna Senior Living communities participated in an external quality review for Accreditation. The accreditation process involves self-assessments of quality practices, engagement of our residents, families, and other stakeholders, and an on-site assessment conducted by peer surveyors. Sienna Senior Living was successful in receiving the highest-level award of a 3-year Accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).

Sharing and Reporting

A copy of this Continuous Quality Improvement Initiative Report and the QIP, including the progress report from the 2023/24 QIP, and the workplan for 2024/25, was shared with the Resident Council on June 6, 2024, and Family Council on June 13, 2024.

This was shared with team members on June 18, 2024, through town halls and meetings with team members and it is posted in the homes. As part of our quarterly reporting schedule, the committee will continually review progress and share updates and outcomes with residents, families, and staff via existing council and team meetings.

2023-24 Quality Improvement Initiatives

Table 1: results of 2023/24 Quality Improvement Plan and Resident and Family Satisfaction Improvement Initiatives

Area of Focus	Previous Performance (2022/23)	Current Performance (2023/24)	Change Ideas	Date of Implementation	Outcomes/Impact
Anti-psychotic reduction	16.17%	19.53%	Train team members on the Gentle Persuasive Approach (GPA).	IGPA dates were - 2023 Jan 24, Feb 17, Mar 24, April 24, May 30, June 29, July 25, Aug 15, Sep 26, Oct 24, Nov 28	80 Team members trained by December 31, 2023
			Education on responsive behaviour management and antipsychotic reduction program.	Education started on March 23, 2023	Multiple training sessions were held on different strategies for managing responsive behaviours. This has improved team member knowledge.
			Utilize the Dementia Observation System to establish baseline upon admission	Completed December 31, 2023	This improved team members understanding of resident behaviours on admission and

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					often allowed for reduction or de-prescribing of medication.
Resident and Family Satisfaction	Resident: 77% Family 83%	Resident NPS: 16 Family NPS: 51	All frontline team members will complete training on the new Sienna move-in process by August 31, 2023.	Implemented by June 2023	Education for team members has improved new residents experience on move-in day.
			Fieldstone Commons cooks will participate in education with Sienna Senior Living's Executive Chef on enhancing culinary skills in June 2023.	May 26, 2023	Chef reviewed menu items and suggested improvements on show plate presentation and use of Rationale oven to assist with better quality meals.
			Fieldstone Commons will implement new Sienna standard menus in collaboration with our Executive Chef and with ongoing feedback from residents, that incorporate new cooking processes, recipe enhancements and fresher and higher quality ingredients by Q4 2023.	June 4, 2023, and October 15, 2023.	New menus and frequent feedback improved food quality by incorporating fresher ingredients and responding to resident needs.

Planned Quality Improvement Initiatives for 2024-25

Table 2: QIP Indicator: Resident and Family Satisfaction

Fieldstone Commons aims to improve the combined Net Promoter Score for resident and family satisfaction from 39 to 40.

Change Ideas	Process Measure	Target for 2024/25
Fieldstone Commons aims to improve quality of the food service. Fieldstone Commons will provide education to team members on the dining experience with an emphasis on reducing conversations between team members during mealtimes.	Percentage of team members who receive education on the dining experience.	Fieldstone Commons will education 50% of full-time team members on the dining experience by September 30, 2024.
Fieldstone Commons aims to improve the quality of food service. Fieldstone Commons will play low, instrumental music in dining rooms to improve the dining experience.	Percentage of dining rooms with music playing during mealtimes.	Fieldstone Commons will play low, instrumental music in 100% of dining rooms by September 30, 2024

Table 3: QIP Indicator: Antipsychotic Usage

Fieldstone Commons aims to reduce antipsychotic usage without a diagnosis from the current performance of 19.23% to 18.80%.

Change Ideas	Process Measure	Target for 2024/25
Complete behaviour assessments for newly moved-in residents who are on antipsychotics without a diagnosis of psychosis.	Percentage of newly moved-in residents who take antipsychotics without a diagnosis of psychosis who have a behaviour assessment completed on move-in	100% of newly moved-in residents who take antipsychotics without a diagnosis of psychosis will have a behaviour assessment completed on move-in throughout 2024.
Fieldstone Commons will train team members on the Gentle Persuasive Approach.	Number of team members who complete the iGPA modules.	Fieldstone Commons will have 60 team members complete the iGPA modules in 2024.

Change Ideas	Process Measure	Target for 2024/25
Antipsychotic Reduction Team Meetings	The number of Antipsychotic Reduction team meetings.	Fieldstone Commons will conduct 12 Antipsychotic Reduction team meetings in 2024.