



HELLENIC HOME FOR THE AGED INC.
CONTINUOUS QUALITY IMPROVEMENT REPORT FOR 2024/2025
MARCH 2024

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Designated Lead

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Quality Priorities for 2024-25

Hellenic Home for the Aged Inc. is a CARF accredited, not for profit, charitable organization dedicated to providing exceptional quality care and services to seniors in our community to enhance their physical, mental, emotional, and spiritual health.

The QIP aligns with the following internal and external provincial planning processes:

- Operating plan: the QIP change ideas are included in the goals and objectives set out for the upcoming year. The Senior Leadership team is responsible for overseeing the achievement of the goals and objectives.
- Long Term Care Service Accountability Agreement (LSAA). The home is obligated to report to the LHIN annually its performance indicator outcomes and sign the annual declaration of compliance.
- Behaviour Support Team guidelines from the Central East LHIN.
- Accreditation requirements: Hellenic Home participates in CARF and received a three-year accreditation in 2021. The Home will be participating in CARF accreditation in 2024 as the three (3) year term will end in June of 2024.
- Areas arising from other legislative/accountability requirements such as the Fixing Long Term Care Act 2021 and Regulations 246/22.
- Areas arising from the annual Resident and Family Experience surveys conducted in 2023.

Hellenic Home for the Aged Inc. is pleased to share its 2024-25 Quality Improvement Report. The outlined Quality Improvement Plan prioritizes the improvement of resident safety, palliative care, ED transfers and pressure injuries. It emphasizes providing the appropriate care, in the right manner and method, by all caregivers.

Resident's Safety

Resident safety in Hellenic Home for the Aged Inc. is paramount, requiring comprehensive measures to ensure the wellbeing of seniors. This encompasses various aspects, including ED transfers (36.08%), pressure ulcers and palliative care. Pressure injuries is a key priority for the home therefore, Hellenic Home Scarborough will focus on improving residents who has a pressure ulcer stage 2 to 4 by working in partnership with NLOT Entrostoma (ET) Nurse to review current treatment protocols and to develop a guidance tool that will meet current best practices and ensure that staff received skin and wound training on any of the new/revised protocols. Based on Emergency Department (ED) visit data, the Home will focus on developing best practices in enteral feed care. Using the Registered Nurses Association of Ontario (RNAO) best practice guidelines and the expertise of the Nurse Practitioner and Nurse Lead Outreach Team (NLOT) the Home will endeavor to reduce ED visits for residents who have been transferred to ED and returned.

In maintaining partnerships with, Scarborough Health Network (SHIN), Infection Prevention and Control (IPAC) HUB, Nursing Lead Outreach Team (NLOT), the Registered Nursing Association Long-Term Care Best Practice Implementation Coach-Long-Term Care

Best Practices Program, and the Project Amplifi program, the Home will enhance the timely quality of care residents receive. Additionally, collaborating with these practitioners' residents will gain access to expert consultation and hands-on care within the Home which may reduce the occurrence of going out on appointments or transfers to the emergency room.

Health Equity

Our Home uses the standard RAI-MDS comprehensive assessment to identify and monitor the preferences, needs, and strengths of residents; this information is submitted to CIHI using the Continuing Care Reporting System (CCRS). Sociodemographic data is collected regularly as part of the RAI-MDS documentation standards.

Our homes population is 97% Greek; the other 3% is South Asian, Armenian, and Caribbean. All our residents access fair and just distribution of resources, opportunities, and outcomes to ensure optimal health and wellbeing. We engage Resident and Family Councils for feedback on programs and services input that meets cultural beliefs, and traditional practices that are safe and appropriate. We collaborate with residents, families, staff, Chapel Services, LTC Alliances and other external resources to develop and implement programs, policies, and procedures to promote health equity and social determinants of health. By capturing these demographics this enables us to curate culture specific dining options and ensure we are responsive to needs related to cultural diversity. This is reflected in the plan of care and goals of care for each resident. Progressively the Home:

1. Reviews and updates residents plan of care with any changes in health status not limited to, loss mobility, frequent falls, change in meal texture, palliative performance score, skin and wound and continence level.
2. Review and update existing policies and procedures, share with staff any new procedures, and audit the outcomes.
3. Utilizes the Quality Risk Management platform to audit, track and implement action plans and/or develop initiatives based on audit results.
4. Introducing various cultural foods through tasting programs or cooking demonstrations to encourage appreciation of different culinary traditions.
5. Organizing cultural celebrations and awareness events to highlight different cultures and promote understanding among staff and residents.

Fostering a culture of open communication and empowerment among our residents and staff can facilitate the identification and resolution of health equity and safety. Collaboratively, the efforts between care teams, families' caregivers and regulatory standards are crucial for maintaining high standards of health equity and promoting a dignified, secure environment for all residents.

Patient/Client/Resident Experience

Hellenic Home for the Aged Inc. has been working closely with residents and their families to develop key objectives for required programs and quality improvement. Some of the ways we gather data is from our Residents, Family and Staff Satisfaction Surveys, Multidisciplinary Care Conferences and through Leadership and Staff meetings. These tools continue to assist the Home in identifying additional priorities that are identified by residents, or their families and staff. We review concerns and complaints brought forward immediately, track monthly, quarterly, and analyze any trends. We then initiate a process to resolve issues as quickly as possible. Processes and safeguards are developed and implemented to avoid issues from reoccurring and to enhance services. We

have an open-door policy where communication and feedback are encouraged to maintain transparency, build trust, and enhance quality and satisfaction. Hellenic Home Scarborough believes that responding to suggestions and dealing with concerns quickly is essential to customer satisfaction.

Outcomes of the 2023 Resident/Family Experience Satisfaction Survey

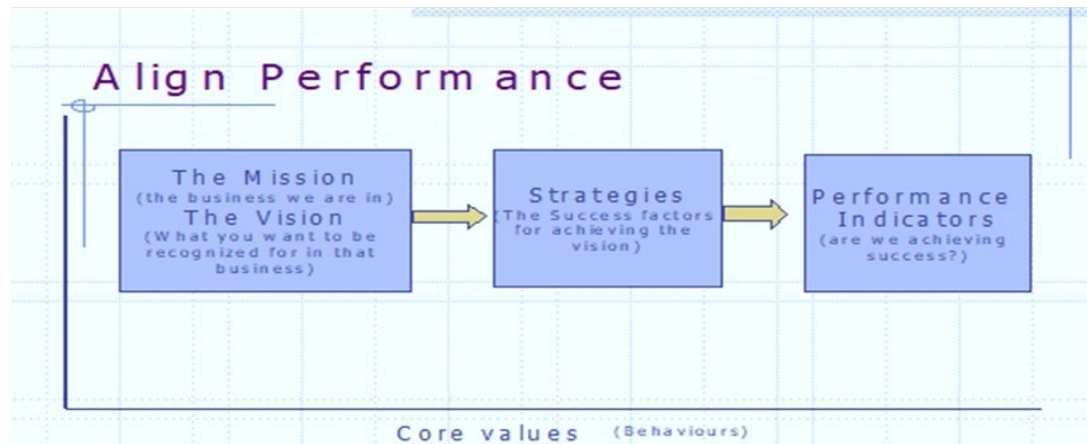
Hellenic Home Scarborough would like to highlight some of the excellent results from the Residents and Family Survey 2023:

- Resident - Would you recommend % probably/definitely - Yes 100%
- Family - Would you recommend % probably/definitely - Yes 100%
- Resident - Staff are available to me within a reasonable time when I need them - Usually/Always 83%
- Family- Staff are available to my family member within a reasonable time when needed - Usually/Always 97%
- Resident - I can express my opinion without fear of consequences - Usually/Always 83%
- Family - My family member can express his/her opinion without fear of consequences - Usually/Always 84%
- Resident - The physician explains things to me in a way that I can Understand - Usually/Always 88%
- Family - The physician explains things in a way I am able to understand –Usually/Always 100%

In conclusion, the residents of Hellenic Home Scarborough have their spiritual and religious needs respected and honored. The Home provides a safe and non-judgmental space for residents to express their thoughts and emotions. This is achieved through facilitations on Resident Council meetings, Multidisciplinary Care Conferences, and with our Social Worker and Clergy. In addition, an action plan, resources, reassurance, and follow-up are provided where needed to address their experience effectively. All in-person programs and services have now resumed; however, some residents and families have chosen to continue to participate in Multidisciplinary Care Conferences virtually. Our Satisfaction Survey results demonstrated that our residents and families remain satisfied, with some highlighted areas for improvement.

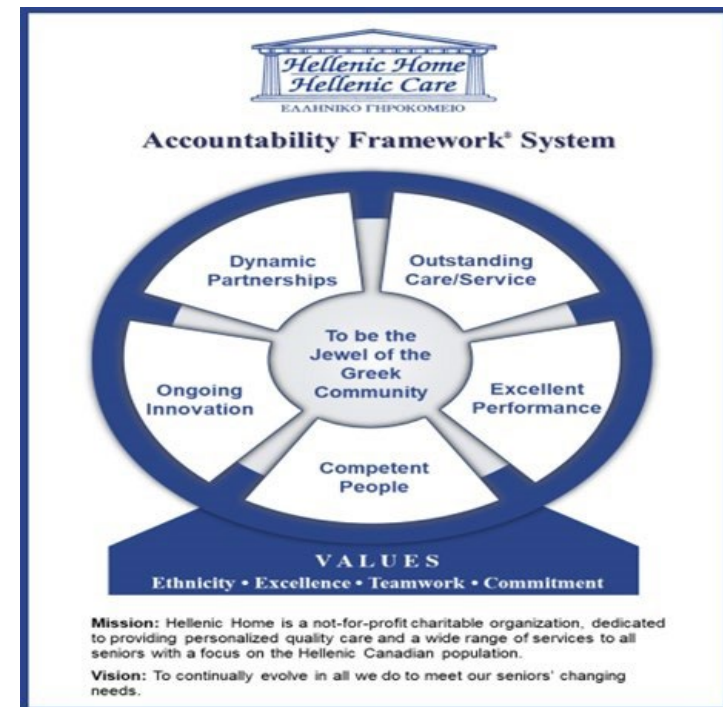
Hellenic Home Scarborough's Approach to CQI

Hellenic Home Scarborough's quality structure begins with the development of the Strategic Plan. The plan is driven by the Board and provides direction to the organization for the upcoming years. The development of the Quality Management Program aligns with the Strategic Plan and is intended to form a framework to connect performance to strategy. By aligning the mission, vision, and core values of the organization with specific goals, the philosophy and directions are set to guide everyone across the organization.



Our Accountability Framework is the foundation for planning processes and sets our five (5) success factors for strategic planning:

1. Outstanding Care and Service. This principle fosters a culture that focuses on seniors' quality of life, safety, and risk management.
2. Excellent Performance promotes accountability and provision of quality care.
3. Competent People creates a culture that focuses on learning and collaboration.
4. Ongoing Innovation develops systems to encourage and recognize innovation.
5. Dynamic Partnerships expands and enhances community links and partnerships.



Quality Improvement initiatives are identified under the 5 success factors to ensure alignment with the strategic plan. Hellenic Home Scarborough follows a Quality Risk Schedule, where programs are reported on a monthly and quarterly basis and are evaluated annually. The schedule, goals, and action plans from the previous year are reviewed in January of each year at the Quality Committee. Inclusive, are members of the Resident and Family Councils, and frontline staff participation in this process.

Various guiding internal and external sources are:

1. The Strategic Plan
2. The Risk Management Plan
3. Results of surveys (Resident, Family, and Employee Surveys)
4. Complaint Monitoring
5. Fixing Long Term Care Act 2021 and Regulations 246/22
5. Canadian Institute for Health Information (CIHI) Reports
6. Quality Ontario's Publicly Reported Indicators and Benchmarks
7. Long Term Care Home Service Accountability Agreement (L-SAA)
8. Excellent Care of All Act and Quality Improvement Plan (QIP) from the previous year
10. Comparative data from the Alliance Group
11. Technological advancements
12. Other such as Toronto Public Health, Office of the Fire Marshal, the Ministry of Labour, Occupational Health, and Safety Act, etc.

Based on this data, Hellenic Home Scarborough begins to develop its priority areas for the upcoming year through Family and Resident consultations, Board discussions and collaborations with external partners. The subsequent quality improvement plan (QIP) is submitted to Ontario Health by April 1st of each year.

Process to Monitor and Measure Progress, Identify Adjustments and Communicate Outcomes

The Senior Leadership Team warrants that the quality of resident care and services is maintained and evaluated on an ongoing basis. Through the Chief Executive Officer (CEO), the organization is accountable to the Board of Directors to provide regular quality reports in consultation with external consultants and partnerships in compliance with all regulatory requirements.

In response to feedback and evaluations, our team has implemented several process adjustments to enhance efficiency and effectiveness. Firstly, we have streamlined our medication management and documentation procedures, ensuring that all relevant information is recorded accurately and promptly. Additionally, we have introduced staff training schedules to update knowledge and skills, focusing on areas identified for improvement through ongoing staff, resident and family feedback, assessments, key performance indicators, audits and CIHI indicators. Quality initiatives or project process measures are tracked and trended for targeted outcomes. Furthermore, all program leads participate in the monthly Best Practice meeting where program process,

frontline engagement, identified areas for improvements and action plans, and tools that can be utilized in achieving the desired outcome.

As a result of continuous quality improvements, Hellenic Home Scarborough has observed several positive outcomes. There has been a notable decrease in the incidence of medication errors and adverse events, reflecting the effectiveness of our improved documentation and staff training initiatives. Moreover, Resident Satisfaction Surveys have indicated high levels of perceived quality of care and communication, highlighting the positive impact of our revised protocols. Overall, residents' health needs and improved continuity of care demonstrate our commitment to continuous improvement and provision of high-quality, resident-centered care.

In mitigating risk and in adherence to maintaining Ministry regulations and sector Best Practice:

1. The HVAC system work has now been completed. Railings on the roof were added ensuring safety for workers while working on the roof.
2. The recruitment of an Evening Nurse Manager and two (2) Resident Care Coordinators, Day, and Evening shifts. These RCC's will work under the supervision of management to monitor resident ADL care and auditing.
3. The Home continues to follow updated policies and make amendments as per FLTC Act. 2021, Public Health Ontario and Ministry of Labour.
4. The use of technology to provide responsive efficient communication to staff, residents, and families. The Home has purchased new computers and iPads that will enhance access and time management for documents and auditing.
5. The Home has implemented an education corner, with a desk-top computer where frontline staff and volunteers can work on online assigned education.
6. The Home will continue to investigate concerns and complaints brought forward immediately, track monthly, quarterly, and analyze any trends. A plan is initiated by the team to resolve issues as quickly as possible. Processes and safeguards are developed and implemented to avoid issues from reoccurring and to enhance services.

Hellenic Home Scarborough's managers and supervisors remain visible in work areas, provide mentorship, support, and guidance, and continue with employee appreciation programs such as Bravo Awards and Appreciation Events. We maintain an open-door policy where communication and feedback are encouraged to maintain transparency, build trust, and enhance quality and satisfaction. Hellenic Home Scarborough believes that responding to suggestions and dealing with concerns fast is key to customer satisfaction.

Resident and Family Council has received a copy of this document.