



July 2024

**CONTINUOUS QUALITY IMPROVEMENT
REPORT**



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Burton Manor's Priority for Quality Improvement Initiative

At Burton Manor, a community under Primacare Living Solutions, continuous quality improvement (CQI) is defined as a transparent process aimed at enhancing resident care and refining staff practices. Quality improvement teams are inclusive of staff, residents, and families, ensuring a comprehensive perspective on care quality and the impact of improvement efforts from diverse viewpoints.

Burton Manor, designated as an RNAO Best Practice Spotlight Organization (BPSO), presented at an RNAO conference and other events focused on their restraint and falls reduction program. This year, Burton Manor achieved the milestone of becoming a zero-restraint community. As a BPSO member, Burton Manor has already implemented clinical pathways for Admission, Delirium, Person and Family-Centered Care, Pain Management, and Falls Prevention. In August 2024, they will introduce Palliative Approach to Care clinical pathways.

Burton Manor, part of Primacare Living Solutions, voluntarily participates in an accreditation process with CARF International. They actively seek input from residents, families, significant individuals in residents' lives, and staff through continuous surveys and the Quality Council. In February 2024, Burton Manor achieved three-year CARF Accreditation from CARF International.

Burton Manor has submitted its Quality Improvement Plan for 2024 – 2025, outlining the following objectives:

- Decrease Emergency Room visits from the current rate of 18.70 to 17.0.
- Reduce the percentage of residents without a psychosis diagnosis receiving antipsychotics from 16.4% to 15.0%.
- Maintain the Falls rate at 9 % or below.
- Enhance resident and family satisfaction to achieve a rate of 65% or higher.

Burton Manor's quality indicator reports for potentially inappropriate antipsychotic use, avoidable Emergency Department visits, percentage of residents fallen in the last 30 days, worsened stage 2 to 4 Pressure Injury, and percentage of residents who are physically restrained are excellent and are below the provincial average.

Burton Manor set their priorities by:

- ✓ Reviewing the strategic plans
- ✓ Preparing for CARF accreditation

- ✓ Using Prior priorities in this years Quality Improvement Plan
- ✓ Using Provincial indicators to ensure the community is meeting or exceeding the Provincial Averages to improve the lives of their residents.
- ✓ Resident and Family Satisfaction surveys
- ✓ Ongoing Professional Advisory and Quality Council meetings
- ✓ Continued partnership with stakeholders, such as Public Health, Hospital, etc.

Measuring progress of the Quality Initiatives:

The team will measure the progress of the Quality Initiatives through several structured methods:

- **Monthly Indicator Reviews:** Indicators will be reviewed monthly in committee meetings and discussed at Professional Advisory and Quality Council meetings to assess ongoing progress.
- **Chart Review and Collaboration:** They will conduct comprehensive reviews of all resident charts on antipsychotics, collaborating closely with residents, physicians, nurse practitioners, pharmacists, nurses, and families to safely reduce medication as appropriate.
- **Data Utilization:** Utilizing data from the Behavioural Support Team (BSO) and pharmacy, they will monitor and analyze trends to track improvements in medication management and resident care.
- **Monitoring Emergency Department Visits:** ED visits will be closely monitored and discussed with physicians during PAC and Quality Council meetings, as well as in monthly nursing practice meetings, to identify trends and implement necessary interventions.
- **Enhanced Healthcare Team :** The enhanced healthcare team at Burton Manor, which now includes a full-time Nurse Practitioner (NP) and ensures availability of NPs and physicians seven days a week, is aimed at strengthening support for the nursing team and improving resident care outcomes. Additionally, the home has increased its complement of Charge Nurses (CNs) and Personal Support Workers (PSWs) to a ratio of 1:6 residents, further enhancing the quality of care provided to our residents.
- **PoET Project:** The community has implemented the PoET project to discuss residents' healthcare preferences over six weeks and during annual care conferences, ensuring alignment of care with resident preferences.
- **Palliative Care Excellence:** Burton Manor maintains a robust palliative care team that provides high-quality in-house care, ensuring comfort and dignity for residents needing end-of-life care.

These measures reflect Burton Manor's commitment to continuous improvement and enhancing resident care through collaborative and data-driven approaches.

Falls rates are reviewed and analysed by fall lead monthly , following fall prevention and injury reduction measures are implemented in the community

- Resident's are assessed for risk of falls upon move in , after every fall , when there is change in condition and quarterly
- Residents and families have been educated on falls risk and interventions put in place to prevent falls and falls related injuries
- High risk residents are placed on falls interventions such as – high low bed , hourly intentional comfort rounds (6 P's) , bed /chair alarms , hip protectors , non skid socks , floor mat as needed , continence review , NRRC assessments

- High risk residents falls interventions reviewed with staff by fall lead during monthly falls committee meetings as well as during falls committee review meetings
- High risk resident's medications are reviewed by MD and Pharmacy consultant and are put on bone protection medications such as Vit D or Actinal or Prolia
- The community will be looking at the CIHI data and ensuring their targets are remaining on track for this year.

Resident and Family Satisfaction Surveys were done:

The results of the 2023 resident and family satisfaction survey have been communicated to the Family Council and Resident Council via email. The Quality Action Plan (QAP) has been developed and reviewed during meetings with the Family and Resident Council, staff town hall meetings, and departmental meetings.

Documentation of Reviews completed:

A detailed Narrative and Workplan for 2024-25 is completed and submitted. This is publicly available to be reviewed on Ontario's Health's QIP website at: [Quality Improvement Plan Reports - Health Quality Ontario \(HQO\) \(hqontario.ca\)](https://www.hqontario.ca/quality-improvement-plan-reports)

The community holds monthly meetings and quarterly Professional Advisory meetings, with minutes recorded for documentation. Attendance at these meetings is also meticulously noted. The Family Council conducts separate meetings, and detailed minutes are made available. The Resident Council convenes monthly, with minutes capturing attendance and suggestions from attendees recorded monthly. These records are reviewed regularly by the Executive Director and the quality team.

Role of the Quality Improvement Committee

To support and promote quality, risk management and utilization initiatives. Their role is the following:

1. To lead and guide the home's quality development consistent with our mission, vision and values, strategic direction and leadership priorities as well as the MLTC, MOL regulations and the CARF Accreditation standards.
2. To develop, implement and monitor an annual quality plan incorporating strategies for the overall implementation of Continuous Quality Improvement.
3. To communicate strategies associated with organizational transformation and ensure that quality improvement initiatives extend both within the Home and into the community.
4. To select, prioritize and review quality improvement projects.
5. To review critical incidents and trends in order to identify opportunities for system improvement and to ensure resolution to minimize risk.
6. To establish a process to review, collaborate with other appropriate committees and act on the results of all accreditation processes within the hospital.
7. To make recommendations to ensure that deficiencies are addressed and resolved through existing management structures.

In conclusion, this quality report reflects Burton Manor's commitment to continuous improvement and excellence in resident care. By implementing strategic initiatives and fostering collaborative partnerships with residents, families, and healthcare professionals, we strive to enhance the quality of life for all residents. We look forward to achieving our goals outlined in the Quality Improvement Plan and continuing to uphold our standards of care and service excellence.