



July 2025

**CONTINUOUS QUALITY IMPROVEMENT
REPORT**



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Burton Manor Quarterly Quality Improvement Report

Commitment to Quality Improvement

Burton Manor, part of Primacare Living Solutions, upholds a transparent and collaborative approach to continuous quality improvement (CQI). By engaging staff, residents, and families in quality teams, we ensure diverse perspectives on enhancing care and practices.

As an RNAO Best Practice Spotlight Organization (BPSO), we proudly became a zero-restraint community in 2024, implementing clinical pathways in areas such as admission, delirium, pain management, falls prevention, and a palliative approach to care. Additionally, our three-year CARF Accreditation, earned in February 2024, reflects our dedication to meeting high standards. 2024 – 2025 Quality Improvement Plan Objectives

Burton Manor has outlined clear objectives in our Quality Improvement Plan for 2025-2026, aiming to:

- Decrease Emergency Room visits from the current rate of 17.26 to 16.0.
- Ensure 100% staff training on equity, diversity, inclusion and cultural sensitivity.
- Reduce the percentage of residents without a psychosis diagnosis receiving antipsychotics from 16.3% to 16.0%.
- Enhance resident and family satisfaction to achieve a rate of 95% or higher on areas where the resident feel safe to communicate their needs and being listened to by staff members,

Key Strategies and Achievements

Measurement and Monitoring:

- ✓ Monthly indicator reviews with Professional Advisory and Quality Council.
- ✓ Chart reviews for antipsychotic medication in collaboration with interdisciplinary teams.

- ✓ Trend analysis of Behavioral Support Team (BSO) and pharmacy data to improve medication management.
- ✓ Monitoring Emergency Department visits with physicians and nursing teams.

Enhanced Staffing:

- ✓ Increased staff-to-resident ratios (Charge Nurses and PSWs at 1:6).
- ✓ Introduced new role called PSW lead to provide need based guidance to provide care.

Resident and Family Satisfaction

The 2024 satisfaction survey was conducted from Oct. 10th to Nov 25th 2024. The 2024 satisfaction survey results were shared with Family and Resident Councils. Resident and family satisfaction survey was discussed at Resident council on Dec 9th 2024 and on Dec 6th, 2024, in family council. Key feedback were discussed in the Quality Action Plan, reviewed in meetings with councils, staff town halls, and departmental discussions.

For the year 2025-26, the family and resident survey is being administered monthly basis focussing on the residents who had their annual care conference completed.

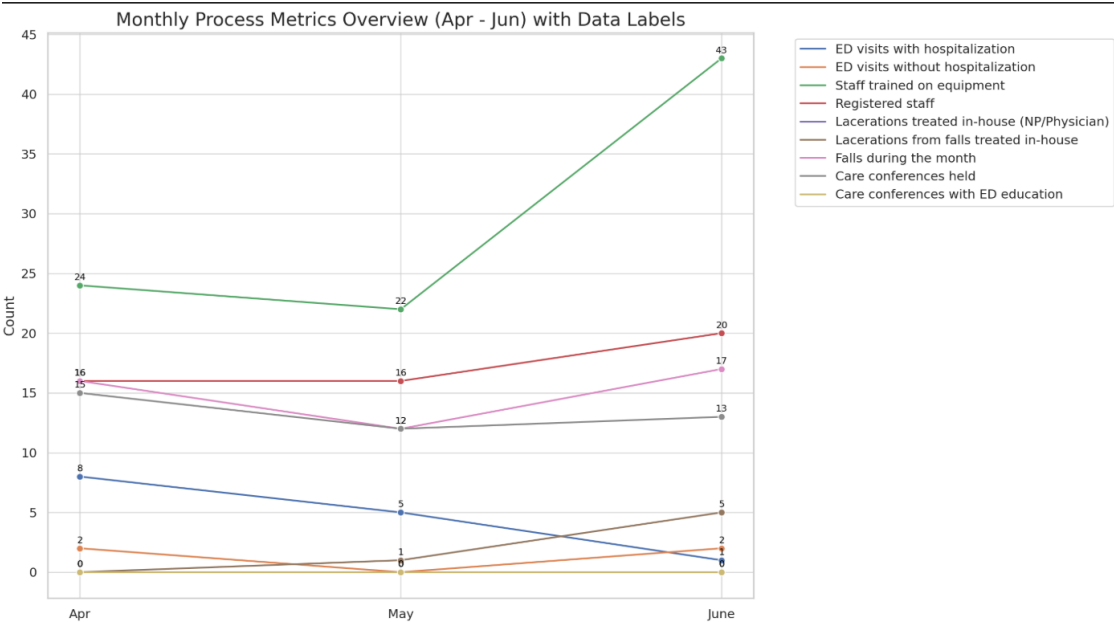
Quality Improvement Oversight

The Quality Improvement Committee ensures alignment with regulatory standards and strategic goals. Responsibilities include:

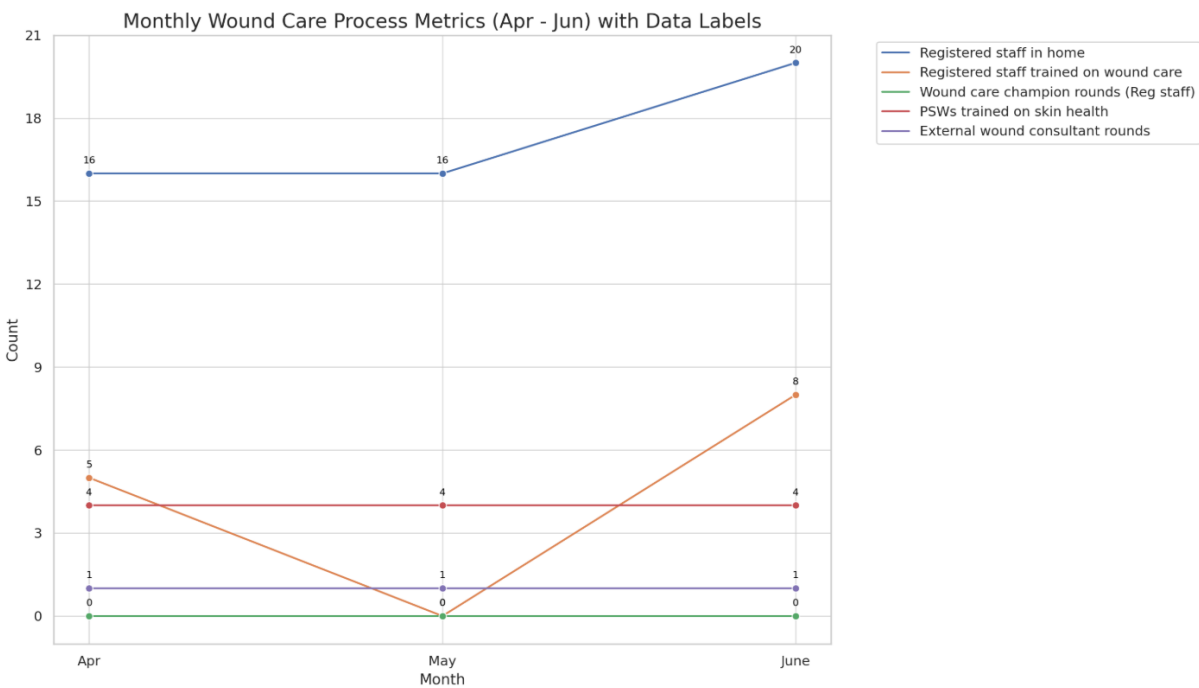
- ✓ Developing and monitoring the annual quality plan.
- ✓ Analyzing trends and critical incidents to drive improvement.
- ✓ Extending quality initiatives to the broader community.

Burton Manor remains steadfast in its commitment to enhancing resident care through collaboration, strategic initiatives, and adherence to high-quality standards.

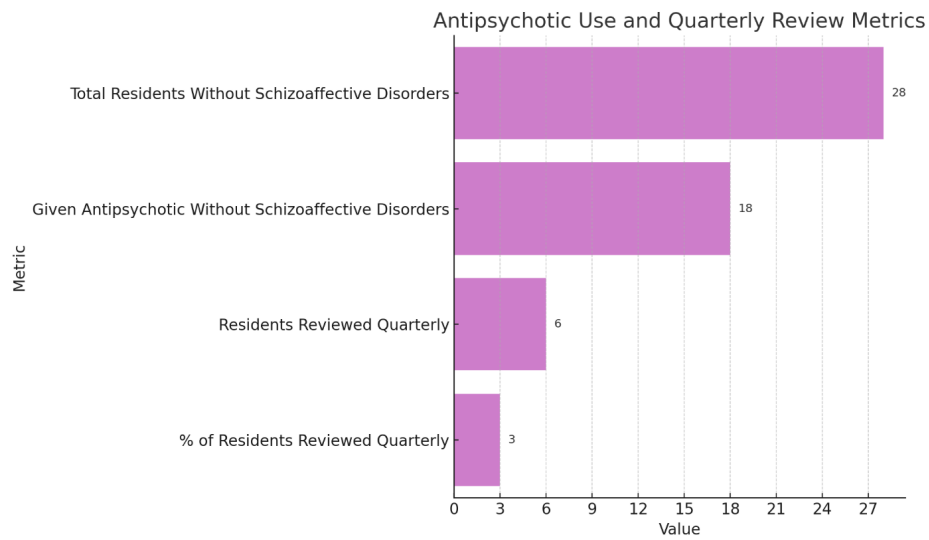
Emergency Department visits – key metrics



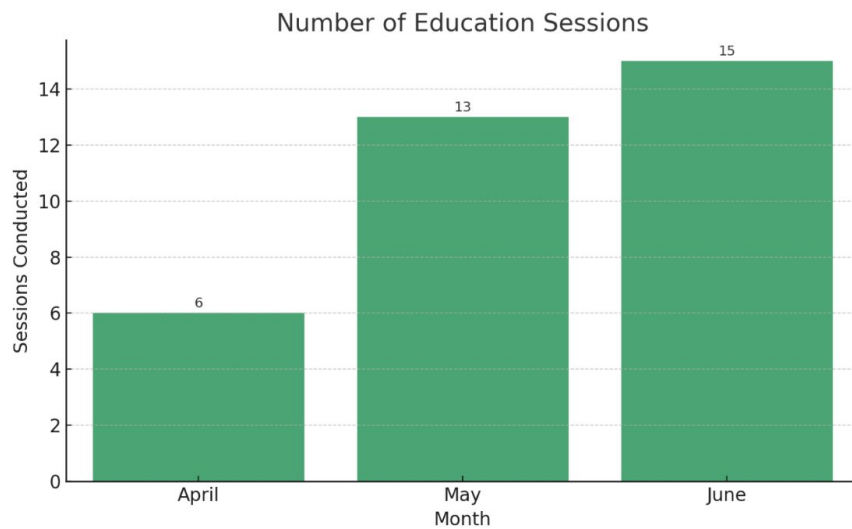
Skin and wound - key metrics



Antipsychotics reduction



Education



Documentation of Reviews completed:

A detailed Narrative and Workplan has been submitted and will be made publicly available to be reviewed on Primacare's website at soon.