

## Quality Management –Quality Report

Algoma Manor Nursing Home	
<p>Period Reviewed: 2023-2024</p> <p>Program:</p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Fall Prevention Program</li> <li><input checked="" type="checkbox"/> Skin &amp; Wound Care Program</li> <li><input checked="" type="checkbox"/> Resident and Family Experience (Recommendations based on satisfaction results)</li> <li><input checked="" type="checkbox"/> Staffing/Recruitment and Retention</li> </ul>	
Committee Chair: Candice Baltus/Pamela Ficociello	QA/ED
Committee Members	
<p>Name of Member:</p> <p>Tina Peppler</p> <p>Jocelyn Parr</p> <p>Danielle Mercer</p> <p>Pamela Ficociello</p> <p>Tanya McColeman</p> <p>Candice Baltus</p>	<p>Position:</p> <p>ESM</p> <p>DDS</p> <p>DOC</p> <p>ADMIN</p> <p>PSW Manager</p> <p>QA</p> <p>Various Leads – Programs, PSW/RPN/RN/Recreation/RAI Council Members</p>
<p>Date of Report: April 15, 2024</p>	
<p>*For statistically information please see the resident safety committee meeting minutes.</p>	

Priority Items
<p><u><a href="#">Fall Prevention Program: Reduce and Manage Falls in the home.</a></u></p> <p>Algoma Manor will review guidelines and procedures adapted to identify person at risk of fall, and to provide preventive measures to reduce fall risk and thereby also to reduce falls and fall related injuries. New Falls prevention working committee has been established in the home to look at at risk residents and input</p>

interventions based on fracture risk scores. Exercise and a basic falls risk assessment by our restorative care provider can also support reduction of falls.

- (a) identify residents at risk; (b) place bed/chair alarms on patients; and (c) run to alarms.

### Skin & Wound Care Program: Reduce and Manage wounds in the home.

Each resident will have a skin assessment and where indicated, a treatment plan for the maintenance of skin integrity and wound management. New Software for PCC allows nursing staff to better monitor wounds and treatment plans. Algoma Manor will ensure equipment, supplies, devices, and positioning aids are readily available in the care community as required to relieve pressure, treat pressure ulcers, skin tears, or wounds, and promote healing.

- 1) Monitor daily if early signs of skin breakdown are present.
- 2) Provide routine care and prevention including hygiene, positioning, turning, mobility, and skin care.

### Resident and Family Experience (Recommendations based on satisfaction results)

Based on the survey Results the home will incorporate the following items:

- **Furniture.** Updating and changing based on the residents wishes.
- **Bedspreads, pillows, and curtains.** If there are certain blankets or quilts that the resident prefers to use, take them along. It can also help a room to feel homier if the curtains and rugs are the same as or like what was in the previous home.
- **Decorations and pictures to hang.** Ensuring the residents pick some new photos and pictures.
- **Painting:** Adding some new updates and colors based on the residents wishes
- **Patio Furniture:** Buying new furniture for the residents based on what they choose.
- **New Patio:** New patio area built on Spruce for residents to use.

### Staffing/Recruitment and Retention

1. Create a Positive Environment for your Staff & Residents by providing on going education and training to staff.
2. Hire the Right Staff -promote and encourage capacity building through education/training

3. Focus on Effective Training and Development. – ongoing
4. Staff Empowerment. ...
5. Ensure Adequate Staff Levels. ...
6. Implement the Right Policies and Procedures. ...
7. Always Focus on Quality of Care.
8. New PSW Education program on site.
9. RPN education initiative.

Attract and prepare the right people for employment in our long-term care home and provide opportunities for learning and growth on going.

### **Summary Changes Made/Accomplishments**

(1) More education was provided and planned. Reviews by NP/MD/Pharmacist were implemented All managers were also educated on guidelines.

(2) Results of performance improvement plans: Staff are more aware of expectations of their role in relation to compliance with policies, including the above areas.

(3) Necessary education and training of personnel: Continued hands on and e-learning for all staff on appropriate policies. Ongoing departmental meetings, circle of care to review new and updated policies with staff. Use of external resources for identified learning needs.

(4) Prevention of recurrence: Continued provision of education to all staff in identified areas. Review of compliance during walk-about, audits, IPs, meeting with staff as needed, encourage residents to share concerns with management through Care Conferences, Resident Council (also review all residents rights annually here).

(5) Paintings and Furniture bought and approved by council.

***ABOVE ALL: Resident Safety Improved***

### **Outstanding Issues/Goals for Coming Period**

Continue to provide education to staff, residents, family members in above noted areas

### Communication Plan

- (1) establishing goals.
- (2) defining key audiences.
- (3) identifying key messages.
- (4) creating a tactical outreach plan.
- (5) specifying a timeline for moving forward.

#### Method:

Creation of a Quality Board

Unit Meetings

Website

Emails

Newsletters

Staff and Stakeholder Meetings

<input checked="" type="checkbox"/> Discuss with Residents' Council	Date: Quarterly
<input checked="" type="checkbox"/> Discuss with Family Council	Date: Quarterly
<input checked="" type="checkbox"/> Discuss with Staff / Stakeholders	Date: Unit Meetings Weekly