

Quality Improvement Narrative

The purpose of this “Narrative” is to provide readers with an insight as to how The Reikai Centres homes compare to the Ontario average; our strengths, areas of improvement and our “action plan” to improve or maintain our most current quality indicators. To ensure accurate comparison, The Reikai Centres utilized the same quality indicators found on the Health Quality Ontario (HQO), the Canadian Institute for Health Information (CIHI) website. This will allow readers to follow Ontario’s trends as well as both homes’ progress.

Quality Indicators: How to read them

The Quality Indicators (QIs) are measures of health care quality that make use of readily available hospital/Long Term Care (LTC) inpatient administrative data.

There are 9 indicators being followed by HQO and CIHI

HQO:

- **Falls** - Lower % is better meaning, fewer falls have occurred
- **Worsening Pressure Ulcers** - Lower % is better meaning, fewer pressure ulcers have developed
- **Daily Physical Restraints** - Lower % is better meaning, fewer restraints are being applied

CIHI:

- **Improved or remained independent mid-loss ADL** - Higher % is better meaning, - more residents have improved or remained independent
- **Worsened or remained dependent mid-loss ADL** - Lower % is better meaning, - fewer residents have worsened in ADL
- **Worsened mood from symptoms of depression** - Lower % is better meaning, - fewer residents have worsened mood
- **Taken antipsychotics without a diagnosis of psychosis** - Lower % is better meaning, - fewer residents are taking antipsychotics when not diagnosed with psychosis
- **Has pain** - Lower % is better meaning, - fewer residents experienced pain
- **Worsened pain** - Lower % is better meaning, - fewer residents with worsened pain

Highlighted Indicators

The highlighted indicators use traffic light colours **Green**, **Yellow** and **Red** to show the difference of each indicator when compared to the Ontario average.

- **Green** indicators are better than the Ontario average
- **Yellow** indicators are the same or slightly below the Ontario average
- **Red** indicators are significantly worse than the Ontario average

All colours reflect the difference between Ontario’s average from 2021 to 2022 and The Reikai Centres home’s most current indicators.

The Rekai Centres Ratings

Sherbourne Place

Rekai Centre: Sherbourne Place (SP) and Wellesley Central Place (WCP) Quality Improvement Score Card Adjusted and Un-adjusted Comparison								
Sherbourne Place	Ontario Adjusted			Q3 2021 - 2022 adjusted		Ontario Un-adjusted	Q3 2021 - 2022 Un-adjusted	
HQO Quality Indicators	2021 - 2022	% of Affected Residents	# of Affected Residents	October - December		2021 - 2022	October to December	
				Current	Difference vs ON		Current	Difference vs ON
Falls	16.00%	8.99%	8/89	12.5%	3.50%	15.00%	11.9%	3.10%
Worsening Pressure Ulcers	2.40%	5.62%	5/89	1.50%	0.90%	3.40%	3.40%	0.00%
Daily Physical Restraints	2.60%	1.12%	1/89	3.5%	-0.90%	3.00%	1.2%	1.80%
CIHI Quality Indicators								
Improved or remained independent in mid-loss ADL	29.00%	19.10%	17/89	23.30%	-5.70%	20.80%	20.10%	0.70%
Worsened or remained dependent in mid-loss ADL	34.70%	31.46%	28/89	27.60%	7.10%	40.00%	28.50%	11.50%
Worsened mood from symptoms of depression	21.20%	15.73%	14/89	14.60%	6.60%	21.20%	15.60%	5.60%
Taken antipsychotics without a diagnosis of psychosis	20.90%	10.11%	9/89	14.90%	6.00%	20.80%	15.80%	5.00%
Has pain	5.40%	1.12%	1/89	1.90%	3.50%	4.70%	2.10%	2.60%
Worsened pain	9.00%	6.74%	6/89	10.10%	-1.10%	9.50%	8.80%	0.70%

Improved Quality Indicators: "The Green" 73% of all the indicators

- Falls
- Worsening Pressure Ulcers
- Worsened or remained dependent in mid-loss ADL
- Worsened mood from symptoms of depression
- Taken antipsychotics without a diagnosis of psychosis
- Has Pain

Action plans for these indicators are ongoing to ensure that these remarkable results are maintained. Interdisciplinary care meetings, education sessions, availability of appropriate equipment (e.g., pressure relieving devices, bed and chair alarms), and audits are some of the interventions that are integrated within the day-to-day resident care.

STABLE QUALITY INDICATORS "Yellow" 0% of all indicators

These indicators fall slightly below the Ontario average

WORSENERD INDICATORS: "Red" 36.9% of all the indicators:

These indicators fall below the Ontario average.

Improved or remained independent in mid-loss ADL-Q3 SP 23.30%; Ontario 29.00% (-5.7% Difference)

- This is the percentage of residents whose status improved on mid-loss ADL functioning (transfer and locomotion) or remained completely independent in mid-loss ADLs since the last quarter.
- Aside from decline in transferring and locomotion abilities due to medical condition, it also influenced by residents' readiness to participate in strengthening or maintenance exercises.
- COVID-19 had a significant impact on Resident mobility due to isolation restrictions.

- SP has a team of restorative aides, a physiotherapist, and a physiotherapist aide. All of them help improve/maintain residents' abilities in transfers and locomotion through planned exercises.
- Data relating to mid-loss ADLs are discussed in meetings attended by QI Lead, RAI-MDS Coordinator, and Physiotherapist to ensure accurate documentation of residents' abilities in transferring and locomotion.
- RAI-MDS assessment audits are completed by the RAI-MDS Coordinator and RAI-MDS back-up to check for discrepancy in assessments, ensuring data accuracy.

Daily Physical Restraints Q3 SP 3.50%; Ontario 2.60% (-0.90% Difference)

- Only one Resident currently requires the use of daily restraints in the home.
- Restraints are maintained as the application and monitoring of restraints promotes safety.

Worsened Pain Q3 SP 10.10%; Ontario 9.00% (-1.10% Difference)

- The indicator shows that 6 residents were affected by worsening pain. Resident's pain management profiles have been investigated.
- In-service training on Pain Management from our pharmacy has been provided.
- Residents who were affected in the previous "Worsened Pain" indicator, pain profiles were successfully managed. Therefore, were not indicated on the Q3 report.

Wellesley Central Place

Wellesley Central Place	Ontario Adjusted			Q3 2021 - 2022 adjusted		Ontario Un-adjusted	Q3 2021 - 2022 Un-adjusted	
HQO Quality Indicators	2021 - 2022	% of affected Residents	# of Affected residents	October - December		2021 - 2022	October - December	
				Current	Difference vs ON		Current	Difference vs ON
Falls	16.00%	8.00%	12/150	11.60%	4.40%	15.00%	9.90%	5.10%
Worsening Pressure Ulcers	2.40%	4.67%	7/150	2.80%	-0.40%	3.40%	5.00%	-1.60%
Daily Physical Restraints	2.60%	1.33%	2/150	1.00%	1.60%	3.00%	1.10%	1.90%
CIHI Quality Indicators								
Improved or remained independent in mid-loss ADL	29.00%	13.33%	20/150	17.20%	-11.80%	20.80%	17.80%	-3.00%
Worsened or remained dependent in mid-loss ADL	34.70%	32.00%	48/150	33.00%	1.70%	40.00%	34.60%	5.40%
Worsened mood from symptoms of depression	21.20%	18.67%	28/150	21.60%	-0.40%	21.20%	22.80%	-1.60%
Taken antipsychotics without a diagnosis of psychosis	20.90%	12.67%	19/150	20.90%	0.00%	20.80%	18.40%	2.40%
Has pain	5.40%	0.00%	0/150	0.50%	4.90%	4.70%	0.60%	4.10%
Worsened pain	9.00%	6.67%	10/150	7.20%	1.80%	9.50%	8.00%	1.50%

IMPROVED QUALITY INDICATORS: "The Green" -74.20% of all the indicators

- Falls
- Daily Physical Restraints
- Worsened or remained dependent in mid-loss ADL
- Taken antipsychotics without a diagnosis of psychosis
- Has pain
- Worsened Pain

Action plans for the indicators are ongoing to ensure the improved results are maintained. Committees, care plan rounds and collaboration between different departments and other programs are continued to achieve consistency of care while looking for alternative methods to further improve care.

STABLE QUALITY INDICATORS "Yellow"-24.40% of all indicators

It means that these indicators are within or slightly below the Ontario average.

Worsening Pressure Ulcers - Q3 WCP 2.80%; Ontario 2.40% (Difference -0.40%)

- Further investigation into this indicator. Showed that Residents affected are different from the previous quarter.
- Skin and wound management education/training for Reikai Nursing and PSW Staff.

Worsened mood from symptoms of depression - Q3 WCP 21.60%; Ontario 21.20% (Difference -0.40%)

- Three more Life Enrichment Aides have been hired to increase Resident engagement and community participation.
- The uptick in depression symptoms for Residents were brought on by mandatory COVID-19 isolation protocols.

WORSENED INDICATORS "Red"-17.20% of all indicators

These indicators fall below the Ontario average.

Improved or remained independent in mid-loss ADL (activities of daily living)-Q3 WCP 17.20%; Ontario 29.00% (-11.80% Difference)

- Restorative programs for qualified residents are currently being implemented in tandem with physiotherapy to promote further improvement in independence.
- The restorative program has been altered to ensure the program remains effective and beneficial for residents.
- COVID-19 had a significant impact on Resident mobility due to isolation restrictions.
- RAI MDS and Interdisciplinary team are working together to further improve this indicator.
- RAI team are trying new methods of training and recording data to improve this indicator, further improvement is expected.

<p>Quality Indicator Legend</p> <p>Common Acronyms Used:</p> <ul style="list-style-type: none"> • LTC/LTCH - Long Term Care Home • ADLs - Activities of Daily Living • CIHI - Canadian Institute for Health Information 	<p>Sources:</p> <ul style="list-style-type: none"> • HQO • CIHI • CIHI Indicator Library 	<p>Written By:</p> <ul style="list-style-type: none"> • Tenzin Woser. Manager, Informatics, QI and Education at The Reikai Centres.
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<ul style="list-style-type: none">• HQO - Health Quality Ontario• WCP - Wellesley Central Place• SP - Sherbourne Place• QIP - Quality Improvement Plan		
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