



## **Centennial Place LTCH**

July 2022 Continuous Quality Improvement (CQI) Interim Report

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## **Continuous Quality Improvement Initiative Report**

### **Overview**

As reflected in our Mission, Centennial Place is “dedicated to creating a New Tradition of Long-term Care by combining a comfortable environment with flexible programs tailored to individual needs. We provide a home-like environment that promotes the maximum independence, dignity, safety, and wellness of every one of our residents.” Our Mission and Values are brought into action through innovative design and furnishings, through staff selection and training, through clean and well-maintained environments, and through to programming that respects residents’ individuality and promotes independence.

“Innovative design” is the starting point for creating a home-like environment. For example, to promote a peaceful atmosphere, Centennial Place has carpeted hallways and no overhead communication system. The furnishings and décor are tasteful and appeal to local preferences. Meals are prepared onsite, with fresh local ingredients and menus developed with resident input. Private dining is available in each Home-Area to promote family interaction and to create opportunities for residents and families to celebrate special events together.

At the core of our approach to programming is resident “choice”. Now codified in the LTC Homes Act, Centennial Place has always operated this way. This means offering options to residents and giving them the opportunity to have some control over their lives and their routines. It incorporates a focus on wellness and restorative programs, as well as such things as flexible waking times, input on



menu and meal choices, and having a say in what programs are offered. Staff receive training on adult Montessori concepts and how to enhance resident independence and dignity. Community events are frequent and varied, with the goal being to ensure that residents have lots to choose from and that their lives can remain purposeful and satisfying. Centennial Place is accredited with the Commission on Accreditation of Rehabilitation Facilities (CARF) for the years 2019-2022.

As part of a comprehensive and integrated process that includes input from annual program evaluations, annual strategic planning at a corporate level, a review of performance and outcomes using provincial and local data sources (including “Your Health System” through the Canadian Institute for Health Information), and review of priority indicators released from Ontario Health, we have identified improvement opportunities and set improvement objectives for the year.

### **Priority Areas for Quality Improvement**

In addition to quality of life, promoting resident safety is at the foundation of what we do. As a result, the goals of this Quality Improvement Plan (QIP) align well with Centennial Place’s Mission. Based on the parameters of the province-wide QIP process and the desire for common indicators which suggest performance improvement, we will focus our attention to:

- Maintain or decrease our number of potentially avoidable emergency department transfers (currently we are below the provincial average).
- Continue to receive positive responses to resident satisfaction surveys, particularly responses to: “Percentage of residents responding positively to: “What number would you use to rate how well the staff listen to you?”, and “Percentage of residents who responded positively to the statement: “I can express my opinion without fear of consequences”. Centennial Place distributes surveys to correspond with annual care conferences throughout the year, allowing for a continuous opportunity for feedback.
- Maintain or decrease the percentage of LTC residents without a diagnosis of psychosis who were given antipsychotic medication in the 7 days preceding



their resident assessment (currently we are below the provincial average).

### **Indicators and Goals**

1. Number of Emergency Department (ED) visits for modified list of ambulatory care-sensitive conditions per 100 long-term care residents (list is per the Ontario Health Indicator Technical Specifications, 2022-2023 Quality Improvement Plans). We are currently at 11.56% with the provincial average at 16% and our goal for this indicator is 11.2%.
2. Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?" Our current performance in this indicator is 94% and our goal is 90%.
3. Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences". Our current performance in this indicator is 94% and our goal is 90%.
4. Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment. Our current performance for this indicator is 16.87%, with the provincial average at 20.4%. Our goal is 15.2%.

### **Oversight**

The Continuous Quality Improvement Committee oversees all aspects of our QIP and has identified change ideas that will be tested and implemented in collaboration with staff, physicians, and other key stakeholders. Our existing CQI processes will be used to monitor and measure progress, identify and implement adjustments and communicate outcomes for the home's priority areas for quality improvement as part of this Interim Report.

### **Sharing and Reporting**

A detailed QIP, including Narrative and Workplan, is available on Ontario Health's QIP publicly accessible pages. A copy of this interim report was shared with our Residents' Council President and will be reviewed at their next meeting.