



Interim Quality Report 2022 For West Park Long-Term Care Centre

July 2022

We are pleased to provide an Interim Quality Report for 2022. As an Extencicare managed home, our programs and services are based upon Extencicare's expertise and knowledge and programs and structures implemented. Extencicare is responsible for day-to-day operational management which includes quality of resident care, the clinical support services (e.g. pharmacy, laboratory and diagnostics) and other support (e.g. environmental, nutrition and laundry) and back office services (e.g. human resources, financial management and administration). Governance and accountability rests with the hospital, West Park Healthcare Centre.

Our Quality Commitment

At West Park Long-Term Care Centre (LTCC), our Continuous Quality Improvement Program is built on evidence-based best practices. We follow a standardized quality program allowing for the sharing of learnings across the Extencicare network of homes and provider-led quality teams. We work with hospitals and other health system partners to provide access to a full suite of timely, medical, psychosocial, and recreational services, so that our residents can live life to the fullest.

Extencicare's Mission, "Helping People Live Better", is all about promoting quality of life for our residents with performance continuously measured, improved, and publicly shared and is coupled with West Park's vision of exemplary care inspired by innovation and exceptional performance. Our joint quality commitment ensures the very best for our residents

Our Approach

Our quality program at West Park LTCC encompasses all that we do to meet our mission and quality of care and safety goals. From quality assurance activities and audits, including participation in Accreditation Canada's standards and surveys, to the proactive analysis of safety trends and quality improvement opportunities we do where quality and resident experience are top of mind.

Our Indicators

For 2022, our quality improvement plan is focused on making improvements to our current performance (2021-Q3) and exceeding the targets set nationally by Extencicare in the reduction of falls, worsening pressure injuries, restraints, and use of antipsychotics. The Extencicare 2022 targets were set at best practice levels, in each case, better than CIHI average.

2022 Quality Indicator Targets

Quality Indicator	2022 Extencicare Owned and Managed Homes Target	West Park LTCC 2021-Q3 (December 2021 experience)
<i>Falls</i>		
	< 15.0%	13.6%
<i>Daily Restraints</i>		
	< 2.5%	1.2%
<i>Antipsychotics without a diagnosis of psychosis</i>		
	< 17.3%	13.9%
<i>Worsened Pressure Ulcers</i>		
	< 2.0%	1.1%

Achieving Results

Quality program initiatives are implemented by the home's interdisciplinary team under the coaching and guidance the Extencicare quality consultants through what we call Quality Enhancement Teams. Quality Enhancement Teams provide:

- Evidence-based best practice toolkits
- Leadership with lean quality improvement initiatives
- Support with PDSAs
- Coaching for team members on care practices
- Project oversight
- Reporting for all quality improvement

Although not a requirement or mandatory in Long Term Care, Quality Improvement is of utmost importance. Our home created and submitted a Board approved 2022 Quality Improvement Plan to Ontario Health which can be found on this website: <https://www.westpark.org/LongTermCareCentre/AboutUs>

Emerging from the Pandemic

The COVID-19 pandemic has been a tragedy on a global scale, and for those with a loved one in long-term care, a distressing personal experience. The separation and worry have been extremely difficult.

Fighting COVID has been our biggest quality and safety priority throughout the pandemic. We invested in expanding our Infection Prevention and Control (IPAC) capacity, with the additional of new IPAC tools, and best practice audits.

Full comprehensive IPAC reviews are currently underway to ensure all the learnings from the pandemic remain in place and in practice. Our Pandemic Plan reflects our lessons learned and is part of a more fulsome Emergency Preparedness program. All key pandemic workstreams, such as staffing levels and PPE oversight, continue to be monitored centrally by Extencicare through their COVID Operational Command Centre.

Improving Care, Every Day

We are embracing this opportunity to lead change and build a better future for senior's care. We will be participating in Extencare's *Improving Care, Every Day* strategy, a new, multi-year, national plan to improve care, every day. Changes include:

1. *Improving the quality of life for those we care for*
 - Improving and adding to our clinical capabilities, including system partnerships,
 - Increasing the number of full-time positions on our care team

2. *Supporting the success of our team*
 - Launching a peer-nominated Care Champion program open to all team members to celebrate their dedication and passion.
 - Exceeding government requirements around paid time off and sick leave.
 - Improving infection prevention and control, supporting team members in obtaining IPAC certification.

3. *Engaging residents and families as partners in care and organizational change*
 - Improving communication and engagement with residents and families.

4. *Increasing transparency and accountability*
 - Accessing real-time information about your loved one's care environment.
 - Operating with increased openness and transparency

Our Quality and Safety Program

Improving the quality of life for those we care for is the foundational tenet of the *Improving Care, Every Day* strategy.

Over the past year, we have introduced a number of quality and safety initiatives: from comprehensive safety culture education for all team members, to enhanced quality and safety business intelligence reporting, to name a few. Our Medication Safety Technology (MST) Project is focused on improving medication safety through several streams of work, including one of our quality indicators, reducing antipsychotic deprescribing.

Extencare senior operational and quality leaders, regularly review critical incidents and regulatory inspection results, for identification of system level quality improvement opportunities. These opportunities are implemented through our Quality Enhancement Teams, and other quality and safety initiatives.

We see quality assurance and quality improvement on a spectrum within our quality and safety program and are leveraging quality improvement tools and techniques to shift to a truly proactive view of quality rather than a purely reactive one based on compliance alone.

Governance and Accountability

Accountability and transparency are part of our *Improving Care, Every Day* promise.

Governance over quality and safety extends from home-level Continuous Quality Committees, up to the Hospital's Executive Leadership Team, and to the Board of Directors, where we report through a dedicated Long Term Care Committee.

Quality indicators and targets are set through comprehensive analysis of home performance, Canadian Institute for Health Information benchmarks, and emerging evidence-based literature around best practices in senior's health. Through discussion with team members across the organization, and Resident and Family Council, a proposal is reviewed by Extendicare's executive and approved by the Hospital's Board of Directors.

Quarterly quality and safety results are shared throughout the organization, and with residents and families through Resident and Family Councils, whose inputs are incorporated into our quality improvement plans. Team members receive coaching and training to fully engage with quality improvement initiatives within their homes.

Our Home's Continuous Quality Improvement Team

West Park LTCC has a Continuous Quality Improvement Committee comprised of interdisciplinary representatives that are the home's quality and safety culture champions. The membership of our committee reflects the diversity of our team members and the residents we serve.

The work of our Continuous Quality Improvement Committee is part of a broader system of Extendicare quality governance.