

Valleyview Residence Interim Quality Report

July 2022



OUR QUALITY COMMITMENT

At Valleyview Residence, our Continuous Quality Improvement Program (Quality Program) is built on evidence-based best practices. We follow a standardized process allowing for the sharing of learnings across our 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.

VALLEYVIEW RESIDENCE MISSION

“Our mission is to enrich our residents' lives and health through teamwork and continuous quality improvement. We have been established to provide long-term care services primarily to seniors from many different backgrounds. In an atmosphere of responsive, loving support, our programs will be designed to promote optimum health, maximum independence, and improved quality of life for our residents in a culturally sensitive manner.”

OUR APPROACH

Our Quality Program at Valleyview Residence is involved in all that we do to meet our mission, quality of care and safety goals. From quality assurance activities and audits to proactive analysis of safety trends and quality improvement opportunities we focus on quality and resident experience.

INDICATORS

For 2022, Valleyview's quality improvement plan is focused on the reduction of falls, worsening pressure injuries, and use of antipsychotics. Our targets for 2022 were set after multidisciplinary leadership meetings and in each case the targets are better than our Canadian Institute for Health Information (CIHI) average. CIHI Averages include data from all Ontario LTC homes.

2022 Quality Indicator Targets

QUALITY INDICATOR	2022 TARGET
Falls- Number of residents who have fallen	<15%
Antipsychotic Reduction- Number of residents prescribed antipsychotics without a diagnosis of psychosis	<17.3%
Worsened Pressure Ulcers	<7.5%

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ACHIEVING RESULTS

Quality program initiatives are implemented by the home’s interdisciplinary team under the leadership of our Continuous Quality Improvement Lead.

A. Quality Program Initiative goals and plans that we are implementing include:

Reduction of Falls	Reduction of Worsening Pressure Injuries	Reduction in Use of Antipsychotics
<ul style="list-style-type: none">➤ Risk mitigation strategies including scheduled toileting plans individualized for the resident.➤ A safe and uncluttered resident environment with adequate lighting and supportive mobility devices.➤ Falls prevention toolkit implementation including post-fall huddles	<ul style="list-style-type: none">➤ Engaging with partner organizations to implement a complete education program for all frontline staff to provide early identification of pressure injuries and to act promptly to address the issue.➤ Introduction of advanced technologies for assessment and documentation of pressure injuries.	<ul style="list-style-type: none">➤ Collaboration between the Behavioural Support Program Lead and Care teams to ensure care and supportive treatment addressing behaviours as the first line of action before considering pharmaceutical options.➤ Collaborate with Pharmacy to identify and regularly assess and reassess antipsychotic prescribing and evaluate alternatives to help provide remedy to the resident.

B. Collaborating on our Quality Program with key stakeholders:

- Engage residents and families as partners in care and organizational change. Monthly informative meetings to both residents and families to enhance knowledge of each quality program and to receive suggestions and feedback to promote safety, person-centered care, and quality service. This initiative will also improve communication and engagement between Home and stakeholders.

C. Increase Transparency and Accountability

- Accessing real-time information about your loved one’s care environment.

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- Operating with increased openness and transparency.

OUR QUALITY AND SAFETY PROGRAM

Improving the quality of life for those we care for is the foundation of all activity at Valleyview Residence.

Over the past year we have introduced a number of quality and safety initiatives:

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.

Implementing enhanced analytics in our PointClickCare platform that allows for tracking and trending Key Performance Indicators to be prepared for and allow for agile and responsive changes to meet resident and facility needs

Utilizing modules on PointClickCare to track and trend Infections within the home. As learned during the height of COVID, being proactive in identifying communicable or infectious diseases before they become an overwhelming issue is essential in keeping our residents safe

GOVERNANCE AND ACCOUNTABILITY

Accountability and transparency are part of our Quality Improvement Program.

Governance over quality and safety extends from home-level Continuous Quality Committees, up to the Leadership Team, and to the Board of Directors, where we report through the Quality Improvement and Risk Management Committee.

Team members receive coaching and training to be more fully engage with quality improvement initiatives within their homes.

Quality indicators and targets are set through comprehensive analysis of home performance, CIHI benchmarks, and emerging evidence-based literature around best practices in senior's health.

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.

OUR HOME'S CONTINUOUS QUALITY IMPROVEMENT TEAM

Valleyview Residence has Continuous Quality Improvement Committees 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 and includes input from resident and family representatives.

HOME QUALITY LEAD CONTACT INFORMATION

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