



Continuous Quality Improvement – Interim Report 2022-2023

DESIGNATED LEAD

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QUALITY PRIORITIES FOR 2022/23

Better Living at Thompson House is an organization that is committed to continually improving the quality of Resident Services. In pursuit of this objective, and in accordance with the spirit and intent of the *Excellent Care For All Act, (ECFAA) 2010*, and the *Fixing Long-Term Care Act (FLTCA) 2021*, Better Living at Thompson House will develop and implement an Annual Quality Improvement Plan (QIP) to support an accountable, systematic and measureable approach to improvement. Better Living at Thompson House is pleased to share its 2022-2023 Quality Improvement Plan (QIP) Interim Report.

Better Living at Thompson House (formerly Don Mills Foundation for Seniors) is a 136-bed Long-Term Care Home located in the Don Mills Community. Established in 1969 we have been serving seniors for over 50 years. We believe our Mission, Vision, and Beliefs captures the values of our community and the spirit of our organization. They guide the daily decisions of our staff, help us to set the strategic priorities of our organization, provide the framework for measuring our success, and support us to meet our commitment to deliver quality services every day.

Mission

To support the individuals in our community in maintaining their independence, enhancing their social wellbeing, and optimizing their overall health and wellness through the provision of a wide range of community support services and leisure opportunities.

Vision

Our community will experience a BETTER quality of life.

Beliefs

- We believe in providing an exceptional Client experience.
- We believe in the power of our people.
- We believe in the strength of our community.
- We believe in the generosity of our supporters.
- We believe in outstanding quality and innovation.

Our ongoing commitment to quality is also reflected in our **Strategic Plan, 2022-2025**:



Our strategic plan was refreshed in response to several unprecedented factors that resulted in a fundamentally changed healthcare landscape. These factors included, amongst others, the ongoing impacts of the COVID-19 pandemic, persistent healthcare worker shortage and burnout, health system transformation, increased public attention on long term care, and increased regulation of an already highly regulated environment.

The QIP is a roadmap to achieving our objectives, while navigating challenges and opportunities in our environment. “Transcending service experiences and outcomes in a new environment” and “Creating a culture that inspires our people to be their best” are two of Better Living at Thompson House’s 5 key strategic pillars. These two strategic pillars guide us in terms of our Priority Areas for 2022-2023.

Transcend

- Build on our learnings from the pandemic and continue to surpass perceived service delivery limitations
- Rise above and embrace change in our environment with a focus to providing the highest level of person-centred care

Inspire

- Ignite a culture of quality that is person-centred and grounded in our organizational beliefs

PROCESS TO DETERMINE PRIORITY AREAS

The Quality Improvement Plan will utilize the organization's performance data to drive measurable improvement. The plan is developed in consideration of the outcomes and priorities identified by:

- a) Organizational and department performance indicators
- b) Funder agreements (i.e. L-SAA)
- c) Enterprise-wide assessment and planning processes, including, but not limited to, the: *Strategic Plan, Risk Management Plan, Cultural Competency and Accessibility Plan*
- d) Resident Feedback data (i.e. concerns, complaints, compliments, ideas)
- e) Resident incident data
- f) Resident and Family experience surveys
- g) Staff experience surveys
- h) Resident and Family Council feedback
- i) Internal and external audit outcomes
- j) Program evaluation outcomes
- k) Canadian Institute for Health Information data
- l) Ministry of Long-Term Care inspection results

QUALITY PRIORITY OBJECTIVES FOR 2022-2023

The Quality Priority Objectives for 2022-2023 will focus on the following areas:

- 1) To reduce potentially avoidable emergency department visits by residents
- 2) To adopt a holistic palliative approach to care for all residents from admission through to end-of-life
- 3) To create a more pleasurable dining experience and improve resident satisfaction within this area
- 4) To facilitate the development of a Family Council

BETTER LIVING AT THOMPSON HOUSE'S APPROACH TO QUALITY MANAGEMENT

Quality Management System (QMS)

Better Living at Thompson House is committed to delivering quality Resident Services through a systematic and coordinated approach to quality management. The organization's Quality Management System (QMS) will ensure that appropriate standards, priorities and objectives are established; that the expected quality outcomes of the organization are monitored, measured and analyzed; and that the knowledge gained through these activities is used to support continuous quality improvement.

The QMS focuses not only on establishing the quality objectives of the organization but also on identifying the means to achieve them. The QMS integrates *quality inputs, planning activities, quality assurance mechanisms* and *quality improvement* activities in order to achieve Resident outcomes and remain accountable to our stakeholders.

Accountability

The Senior Vice President, Community Services, Administrator, and Senior Manager, Quality and Decision Support are responsible for establishing the Quality Management System. The Senior

Management Committee, applicable programs leads and quality committee members are responsible for monitoring the quality inputs to the organization, for leading the planning processes of the organization as assigned, and for measuring the objectives and targets set in their applicable program areas.

COMMUNICATION OF QUALITY PRIORITIES

Communication strategies are tailored to support the quality improvement initiatives. These may include, but are not limited to:

- Publishing stories and results on the website, on social media or via the newsletter
- Direct email to staff and families and other stakeholders
- Handouts and one to one communication with residents
- Presentations at staff meetings, townhalls, Resident Councils
- Huddles at change of shift
- Legislated reporting requirements as identified by the Ministry of Long-Term Care and Ontario Health