



Continuous Quality Improvement Interim Report July 2022

Designated Lead: Olga Gluchovsky, Clinical Quality Educator

Overview

Union Villa resides on the campus of the Unionville Home Society, a charitable, non-profit organization. It was formed in 1967 by local citizens who wished to see more adequate and creative provision of care made for older persons in York Region.

In the fall of 1970, under the leadership of the Society's first Chairman, Keith Kennedy, Union Villa was opened. It represented the first step in fulfilling the founders' vision and was the result of widespread enthusiastic community support. The original Union Villa (1970) was demolished and rebuilt in 2005.

Union Villa is accredited through CARF and licensed by the Ministry of Long-Term Care. It is home to 160 residents where individual wishes, interests and preferences direct our *Resident First* philosophy for providing care and services.

Our Mission

Unionville Home Society is a non-denominational charitable organization operating in a campus environment dedicated to providing a continuum of quality care and services including housing and long-term care for older adults living in York Region. The organization promotes wellness, independence, quality of life and self-determination of the individual within a caring community.

Our Vision

Unionville Home Society aspires to be a recognized leader and community partner in providing an innovative continuum of exemplary care and services that are accessible to older adults and respond to the community's changing requirements and expectations.

Our Values

The values of Unionville Home Society are the following:

Integrity	Professionalism	Excellence
Respect	Creativity	Caring

These values are subscribed to and supported by our Board of Directors and staff members and guide the organization's interactions with its residents, their families, external organizations and members of the community.

Quality Priorities for 2022/23

In April, 2022, we began our implementation of the Fixing Long-Term Care Act (FLTCA). As this continues, we will focus on expanding our existing Quality Council to include the additional members identified in FLTCA. Quality improvement policies will be reviewed and updated. The collection and analysis of key performance indicators will continue and quarterly reports will be prepared for submission to our Board of Directors. Preparations for our 2023 CARF survey will become an important focus.

We will continue to focus our quality initiatives on programs and improvements to meet the needs of the population we serve. These will include:

1. Enhancement of resident care programs to ensure best practices are followed. These include pain management, falls, wound care and medication management. Our data collection tools for these programs will also be evaluated to ensure the collection of all relevant data.
2. As funding allows, staffing levels will be evaluated and increased to ensure we are working towards the government goal of 4 hours of care for every resident.
3. Resident, Family and Staff satisfaction surveys will continue to ensure we keep in tune to suggestions and improvement opportunities.
4. Development of our Palliative Care program will continue as our committee looks at our existing policies and makes improvements to our end-of-life care.
5. Facility upgrades will be made to ensure all resident rooms are air conditioned. Also, plans for the removal of carpet in resident areas and room updates will be discussed.
6. Technology updates will be prioritized in the coming year to ensure laptops and tablets are available for staff to facilitate point-of-care documentation in a more timely and efficient manner.

Quality Improvement Planning Cycle and Identification of Priorities

Union Villa sets policies and procedures based on sound business standards and best practice protocols for resident care and services. They provide the foundation for all that we do as we strive to provide quality care. We strive to be proactive as situations change and recognize that there is always room for improvements in our attempts to meet, and hopefully exceed, the expectations of those we serve.

We use a variety of ways to measure quality. One method is through quantitative measurements, collected on a monthly basis, to measure key performance indicators (KPIs). From this, we can identify trends and put improvement plans in place in a timely and meaningful manner. Our KPIs for resident care are separated into six categories:

- Physical Function
- Psychosocial Function
- Safety

- Clinical Issues
- Resident Programs
- Risk Management

Feedback from our residents, families and staff is also an important indicator of quality. Annual surveys are carried out and analyzed. Suggestions and complaints are also considered as opportunities to improve our services.

At Union Villa, our quality teams utilize a 4 step process in the quality improvement cycle.



1. **Identify**

This includes looking for opportunities to improve workflow or outcomes. Completion of a mapping or gap analysis can help identify the root cause or causes of a problem when measured against best practice guidelines. Generally, a team or task force is appointed at this stage to work on the issue.

2. **Plan**

The team is in a better position to propose solutions once the root of a problem is identified. An Aim statement can be developed to identify what the desired outcome is and used to set a SMART goal – specific, measurable, attainable, realistic and time-bound.

3. **Execute**

This next phase involves the implementation and analysis of the goal to determine if the desired effect has been achieved. During this time, there may be Plan-Do-Study-Act (PDSA) cycles as the team works through their established plans. Often, original plans will need adjustments or tweaking. This is typical in the execution step.

4. Review

At this stage, the team reviews the success of their plans to identify whether the improvement goals have been achieved. They also determine if the changes are sustainable and make plans for spreading the change across the organization. If they find that the plan was not successful, the continuous improvement cycle will start again.

Communication Strategies

Our Residents' Council and Family Council remain important partners in our quality initiatives, through their suggestions, questions and meeting updates. Quality initiatives and other information is shared with residents, families and staff on our website and through the following publications:

1. Weekly digital staff newsletter – In the Loop



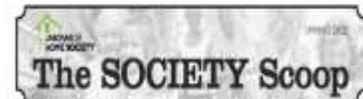
2. Monthly digital newsletter (residents ,families, staff, campus clients) –
Administrator Updates



3. As needed bulletins – Campus Bulletin / Important Updates
All clients and stakeholders



4. Corporate Newsletter – The Society Scoop
Fall 2021, Holiday Edition, Spring 2022, Summer 2022



5. Annual Report - Published annually in June

Questions?

We welcome your questions or comments on our quality initiatives, so please reach out to Olga Gluchovsky, Clinical Quality Educator at ogluhovsky@uhs.on.ca or Terry Collins, Administrator at tcollins@uhs.on.ca for more information.

Unionville Home Society – Union Villa LTC
4300 Highway 7, Unionville, ON L3R 1L8 (905) 477-2822
www.uhs.on.ca