

Community Demographics

Community Name: Villa Leonardo Gambin

Street Address: 40 Friuli Court, Woodbridge, Ontario L4L 9T3

Phone Number: (905) 856-3939

Quality Lead: Sonia Roul, Administrator

Continuous Quality Improvement Initiative Report

2022-23 Quality Improvement Initiative

In 2022/23, Villa Leonardo Gambin chose to focus on the number of ED visits for a modified list of ambulatory care-sensitive conditions, per 100 LTC residents for its CQI initiative. Villa Leonardo Gambin set a 10% reduction target to achieve a performance of 12.5% on this indicator, from 13.89%. Villa Leonardo Gambin's current performance on this indicator is 14.15%. A detailed summary of our change ideas and lessons learned is available on the Ontario Health's Quality Improvement Plan (QIP) publicly accessible pages.

2023-24 Priority Areas for Quality Improvement

Villa Leonardo Gambin priority areas for quality improvement for the year are:

1. Resident and Family Satisfaction
2. Our Ontario Health QIP Indicator: Percentage of LTC residents without psychosis who were given antipsychotic medication

Villa Leonardo Gambin strives to continuously monitor and improve resident and family satisfaction and staff engagement year over year. In response to feedback, specific action plans are developed and shared with residents, families, and staff. Villa Leonardo Gambin completed the annual resident and family satisfaction surveys from September 14-28, 2022. Villa Leonardo Gambin achieved 88% for overall resident satisfaction and 82% for overall family satisfaction. The results were shared with our resident council on March 21, 2023 and family council on March 9, 2023 and their feedback was sought in the development of the strategies to improve overall satisfaction (see Table 1).

Villa Leonardo Gambin uses QIP to help us prioritize our improvement projects and this year the quality committee has chosen the percentage of LTC residents without psychosis who were given antipsychotic medication for its CQI initiative (see table 2). In addition to the QIP, our community uses our internal operational plan to help prioritize and plan improvements for key indicators.

Policies, Procedures and Protocols That Guide Continuous Quality Improvement

Quality Improvement Policy, Planning, Monitoring, and Reporting

Villa Leonardo Gambin has a robust Quality & Risk Management Manual that guides our communities through continuous quality improvement activities with a focus on enhancing resident care and achieving positive resident outcomes. The Quality Committee identifies improvement opportunities and sets improvement objectives for the year by considering input from annual program evaluations, operating plan development, review of performance and outcomes using provincial and local data sources, and review of priority indicators released from Ontario Health, and the results of the resident and family satisfaction surveys.

Continuous Quality Improvement Committee

The Quality Committee oversees all aspects of our continuous quality improvement initiatives and identifies change ideas that will be tested and implemented in collaboration with the interdisciplinary team. CQI initiatives use Plan-Do-Study-Act (PDSA) cycles (rapid implementation, evaluation, and implementation cycles) in line with the Model for Improvement. The Continuous Quality Improvement Committee meets at a routine frequency to monitor key indicators and elicits feedback from key stakeholders including residents and families. Selected change ideas are based on best practices used across Sienna (Villa Leonardo Gambin's Management Company), which are informed by research/literature. Through regular meetings and data review, the organization can confirm whether the changes resulted in improvement and adjust if and where required.

Accreditation

In the fall of 2022, Villa Leonardo Gambin participated in an external quality review for Accreditation. The accreditation process involves self-assessments of quality practices, engagement of our residents, families, and other stakeholders, and an on-site assessment conducted by peer surveyors. Villa Leonardo Gambin was successful in receiving the highest-level award of a 3-year Accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).

Sharing and Reporting

A copy of this Continuous Quality Improvement Initiative Report and the QIP, including the progress report from the 2022/23 QIP, and the workplan for 2023/24, was shared with the Resident Council on June 21, 2023 and Family Council on June 22, 2023. As part of our quarterly reporting schedule, the committee will continually review progress and share updates and outcomes with residents, families, and staff via existing council and team meetings.

Planned Quality Improvement Initiatives for 2023-24

Table 1: Resident and Family Satisfaction

Villa Leonardo Gambin aims to maintain resident satisfaction at 88% or higher, and family satisfaction to 82% or higher.

Area of Focus	Change Ideas
Improve Communication	<ul style="list-style-type: none"> • Villa Leonardo Gambin aims to increase the frequency of communication of good news with residents and their families throughout 2023. • Villa Leonardo Gambin will send 20% of our full-time nursing staff to the Pallium Palliative Care education course by December 31, 2023 to help improve staff communication skills during palliative care.
Dining Experience	<ul style="list-style-type: none"> • Villa Leonardo Gambin cooks and Dietary Leaders will participate in education with Sienna Senior Living's Executive Chef on enhancing culinary skills in June 2023. • Villa Leonardo Gambin will implement a new menu in collaboration with Sienna Senior Living's Executive Chef with ongoing feedback from residents that incorporates new cooking processes, recipe enhancements, fresher and higher quality local ingredients by Q4 2023. • Villa Leonardo Gambin will continue to seek out feedback from residents and families to enhance meal options that delivers culturally specific meals to support the Italian Community it predominantly serves.

Table 2: QIP Indicator: Percentage of LTC residents without psychosis who were given antipsychotic medication

Villa Leonardo Gambin has set a 2% improvement target to achieve a performance of 16.37% on this indicator, from 16.7%.

Change Ideas	Process Measure	Target for 2023-24
All residents received antipsychotic medication will be reviewed monthly	Percentage of residents receiving antipsychotic medications without diagnosis of psychosis reviewed monthly at Resident Safety Meeting.	The Villa Leonardo Gambin team will review 100% of high-risk residents with responsive behaviors receiving antipsychotic medications without a diagnosis of psychosis monthly at the Resident Safety Meeting.

Change Ideas	Process Measure	Target for 2023-24
Offer Gentle Persuasive Approach training at VLG Community	Number of team members who receive education on GPA.	50 team members will complete GPA/iGPA training by December 31, 2023.