2023/2024 QIP – The Wexford Residence

Our Vision:
A strong presence in our community and a preferred seniors' residence celebrated for our progressive and quality services.

Our Mission:
The Wexford is a vibrant residence rooted in our Scarborough community. We exist to enrich the lives of older adults we serve in our seniors' programs, independent housing, and Long-Term Care. At The Wexford, residents receive person-centered, high quality, safe and compassionate care in the comfort of their Home, while maintaining their dignity, quality of life, and independence.

Our Values: EXCELS
E Empowering each of us
X Exceptional caring
C Committing to our shared goals
E Expecting our best performance
L Learning and leading together
S Sensitive to the uniqueness of each person

Person-centred culture continues to be at the forefront in every aspect of care. The Wexford continues to identify, address and implement quality improvement initiatives.

In September of 2022, Accreditation Canada surveyed The Wexford Residence on the Homes current practises and services. During this time, The Wexford highlighted impactful health care initiatives and the overall resident experience, ensuring continued quality care. The Wexford has continued commitment to excellence, in key areas of safety and quality, resulting with the Home being nationally recognized with an exemplary standing. This is the highest designation that can be awarded.

The 2023/2024 Quality Improvement Plan (QIP) highlights current key performance areas and incorporates evidence based practice initiative's to reflect our strategic plan. The 2023 /2024, QIP will primarily focus on the following:

1. **Timely and Efficient Care** – Reducing the number of avoidable emergency department visits.

2. **Resident Experience** – Increase the rate of residents expressing their opinions, and increase the rate of positive responses of residents having a voice without consequences.

3. **Safe and Effective Care –** Decreasing the number of resident using antipsychotics without a diagnosis of psychosis.

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Reflections Since Our Last QIP Submission:
Since our last submission of our QIP in 2021, the Wexford continued to prioritize the quality and safety of its residents. Quality improvement indicators are tangible percentages the home utilizes to measure progress in each quarter. Of notable significance, the Home successfully reduced indicators in areas such as; worsened locomotion, and worsened/unchanged respiratory condition. These improvements can be found in the Canadian Institute of Health Information (CIHI) Quarterly Reports that continued to be released throughout the year.

Being in the height of the pandemic, although challenging at times, the staff continued to provide compassionate care, while making every possible effort to minimize risk to our vulnerable population. Continued efforts are made in partnership with both internal and external resources. Understandably, the last year highlighted that the pandemic was not only limited specifically to Infection Control, but also emphasised other priority areas from a quality improvement initiative standpoint.

Patient/Client/Resident Engagement and Partnering:
The Wexford Residence continued to strive to achieve excellence in working partnerships with our residents, their loved ones, external partners and other members of the care team. The last year has posed several challenges with the communication, and meaningful connections between residents. A bridge in connecting this gap in information sharing has been alleviated through technologies over several platforms.

For resident specific engagements, the Home sought out opportunities to empower residents to understand their rights, share their lived experience, and inspire them to communicate their opinions, and satisfaction of care, through “The Voice of the Resident” platform. This originates from our strategic plan that is embedded with success factors that encourage resident’s involvement.

A key component for the 2023/2024 QIP, is to encourage residents to exercise their right to speak about their care, and to feel listened to. This allows the Home to generate improvement plans in various areas related to prospective clinical programs and/or services. At the Wexford, another method of receiving feedback from residents is during our annual resident and family satisfaction surveys.

The Wexford also encourages both residents, and their families to become members of council meetings. During quarterly meetings, residents and their loved ones have designated representatives actively participating on the committees, allowing for meaningful insight, planning, decision-making, and the opportunity to provide feedback. From meetings held, information is gathered, and the resident’s needs addressed, and improvements made in conjunction with the appropriate team members.

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Provider Experience:
The Wexford recognizes the efforts of its staff at all levels and acknowledges the extraordinary commitment during these unprecedented times. Staff continue to provide exceptional care and ensure the needs of residents with varying complexities were met. With sudden changes to working conditions and IPAC practices, prompt communication was immediately disseminated to frontline staff. The Wexford took efforts to acknowledge staff contributions during special events and ceremonies. The Home recognized the implications in light of outbreaks and restrictions and exercised the use of external mental health resources such as the Employee Assistance Program (EAP).

Workplace Violence Prevention:
The Wexford strives to ensure a safe environment for staff, residents and their loved ones. Methods to ensure safety include annual training for the Code White Team who respond to incidents of violence that cannot be deescalated. This designated group of individuals include members from all disciplines, with varying hours of work, to ensure appropriate trained staff are available across all 24 hours of the day. The Home provides an opportunity for emergency code response drills such as Code White, to ensure staff feel confident in their roles as members of the team.

The Wexford also takes pride in its Behavioural Support of Ontario (BSO) program that identifies residents with responsive behaviours, and determines appropriate interventions in place to ensure the safety for both resident and staff.

Lastly, our Joint Health and Safety Committee (JHSC) meets monthly, and as needed, to ensure the locations of operations in the home are safe for all staff members. Annual Workplace Violence surveys are collected and the results being distributed to each discipline. The Home also ensures annual training for staff is completed, which includes review of polices such as our Whistleblower policy and the Workplace Violence Prevention policy.

Patient Safety:
At the Wexford, varying disciplines play pivotal roles in ensuring resident safety is of the utmost priority. On a monthly and quarterly basis, the interdisciplinary team meet to confer resident's outcomes scores and significant changes in resident's quality indicator categories. The Home relies heavily on frontline staff assessments, and documentation to generate an accurate picture of the residents care. This plays an imperative role during incidents of involving resident safety. The Wexford and its team takes the time to initiate a meeting, allowing the opportunity to debrief, and address the immediate safety concern. During this time action plans are developed, and appropriate designate leads ensure that, follow-up interventions are in place.

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Health equity:
The Wexford is rooted in a densely populated multicultural rich community. The Home has many residents with varying lived experiences, ethnic backgrounds and several interdenominational and/or spiritual that they may identify as. The Home prides itself on being a Best Practice Spotlight Origination through the Registered Nurses Association of Ontario. As a designate Home, person and family centered care initiatives are taken during the admission process by incorporating the “All About Me” program. This is opportunity for our Life Enrichment team to meet with residents, and their loved ones to determine resident preferences and incorporate them into their plan of care. Care conferences held with the interdisciplinary team are another primary method to incorporate aspects of social engagement with residents and the team.

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Approved by:

Signed: _____ **Date:** February 21, 2023
Louise Stratford, Board Chair

Signed: _____ **Date:** January 11, 2023
Jill Raine, CQI Committee Chair