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Intercare Corporate Group Inc. - *“The Heart of Excellence”*



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Quality Improvement at Intercare

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As detailed in our inaugural Quality Improvement (QI) Newsletter in April 2021, QI is a vital part of Intercare’s site operations. Our July Newsletter will give a more in-depth look at a sample QI project from each of our four sites.



The input and feedback that we receive from our residents and their families/loved ones is an important component of our continuous quality improvement framework.

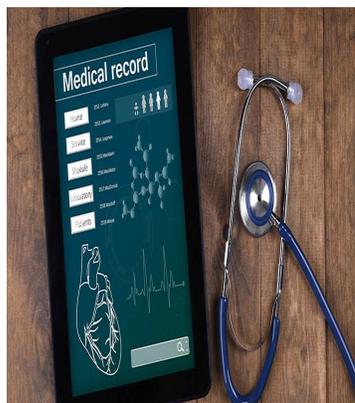
With that in mind, we have created a survey regarding our QI newsletter and would appreciate your input and feedback to continue to improve and expand on information provided.

If you are interested in completing the survey, we invite you to do so by using the following link: <https://www.surveymonkey.com/r/MKQLH68>

Kingsland Terrace Supportive Living QI Update

Over the past six months, staff and educators at our Kingsland Terrace Supportive Living (KLT) facility have been working diligently on the transition from paper-based charting to electronic-based documentation at the site.

Step 1 of this three-step QI project began in January & February 2021, with education provided to KLT Staff Nurses on the use electronic documentation for resident care plans, progress notes and assessments. After several weeks of hands on practice, the use of electronic documentation by Staff Nurses at KLT was implemented in March 2021.



Step 2 of this QI project was completed in April & May 2021, with education provided to KLT Health Care Aides (HCAs) on the use of electronic documentation for resident daily care records. Step 2 also included several weeks of hands on practice and its use by HCAs at KLT was implemented in June 2021.

Step 3 of the electronic documentation project at KLT will begin in 2022 with education and implementation of the Electronic Medication Administration Record (eMAR). Implementation of the eMAR at KLT will include the involvement its contracted clinical pharmacist.

Brentwood Care Centre QI Project Update

This past spring the care teams on the St. Andrews West and the Morrison Dementia and Secure Dementia care units at the Brentwood Care Centre have been focused their efforts on a QI project aimed at reducing incidents of resident aggression.

This QI project highlighted the following about resident aggression:

- Due to their cognitive deficits, residents with dementia can struggle with accepting personal care and tend to require increased time and patience in order to decrease their agitation and reduce the potential for physical or verbal aggression.
- Some residents may not always be accepting of personal care when staff initially approach them to provide such care (this is also referred to as staff's "first approach").
- A resident's mood and behaviors can be fluctuate throughout the day, causing the resident to become restless and refuse personal care.
- The development of care planning interventions and approaches by the care team, along with attending physicians, is helpful when trying to manage resident mood and behaviors.

Some of the measures taken so far to assist with this QI project are as follows:

- In depth discussion with the Mental Health Team and staff about different approaches to use with residents who exhibit aggression, the importance of "re-approach" techniques and that it is okay to leave residents when they refuse care.
- A review of all resident care plans to ensure they are resident specific and clearly outline the best possible approach for each individual resident.
- A four (4) hour Complex Dementia Care Education course for all staff working on secure dementia care units in June 2021.

Chinook Care Centre QI Project Update

Over the past several months the care team on the Fosters Way care unit has focused their efforts on a QI Project aimed at reducing resident fall rates on the unit.

This QI project highlighted the following as possible risks associated with an increase in resident fall rates:

- Shift change times.
- Care unit commissioning (unit "opening") processes.
- Facility commissioning (facility "opening") processes.

Some measures that may help reduce the risk associated with an increase fall rates include:

- Get to know (new) residents, including their unique routines.
- Involve the Occupational Therapists, as needed, to assess equipment needs if not already in place. For example: bed / chair alarms, fall mats and/or hip protectors for residents who walk or move about (also referred to as residents who "ambulate").
- Put "frequent faller" reminders and fall interventions into place.
- Investigate root causes of falls.
- Update care plans with recommendations from post fall reviews.
- Hold monthly meetings on the care units regarding the QI project goals and action plans.

Southwood Care Centre QI Update

The care team on the Fairview and Parkland care units focused their efforts on a QI Project aimed at reducing fall rates on the units.

This QI project highlighted the following possible risks associated with an increase in fall rates:

- Decreased visitation and recreational activities due to COVID-19 restrictions increased the potential for resident boredom and feelings of isolation.
- Staff familiarity with residents and their unique routines was and is important.

Some measures that may help reduce the risk associated with an increase in fall rates include:

- Individualized Activity Kits created for residents to use help keep them engaged.
- Use of platforms such as 'Zoom' for social interaction with families/loved ones/friends when in-person visits not possible.
- Promotion of staff's social engagement with resident.
- Collaboration with Alberta Health Services (AHS) Geriatric Mental Health Consulting Service (GMHCS) for residents needing assistance with mood and anxiety.