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# Quality Improvement

## Intercare Corporate Quality Projects

The Corporate Clinical Team at Intercare is currently leading Quality Projects in the following areas:

This quality project is focused on the progressive implementation of the Electronic Health Record at both the Chinook and Southwood Hospices. Implementation will include the addition of Point of Care (POC) for Health Care Aide (HCA) documentation, Electronic Care Planning and the implementation of eMAR (Electronic Medication Record).

The project will run in stages from Fall 2021 through Spring/Summer 2022.

Once fully implemented:

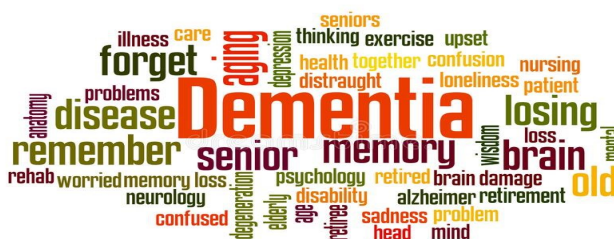
- ♥ Both Hospice sites will be aligned with Intercare's Long Term Care (LTC) sites with respect to the use of electronic documentation.
- ♥ Paper documentation processes will be discontinued in alignment with Intercare's goal to "Go Green" and be more environmentally friendly.
- ♥ Numerous processes for staff and patients/residents will be streamlined.

Chemical Restraints are defined as the use of medications to control behaviours, actions, and/or to restrict freedom of movement, in the absence of an identified medical or psychiatric condition. While these types of medications are sometimes used in dementia care to help manage challenging behaviours, their use must be monitored closely and reduced whenever possible.

This particular project will focus on the reduction of Chemical Restraint use on “secure” Dementia Units at Intercare sites.

The goal of this project will be to reduce the use of chemical restraints on each secure unit by 25% during the first six (6) months and 50% in the first year.

The reduction project will include an in-depth and careful review of each individual resident situation, including medications, behavior, history and diagnosis review. Project teams at the sites will include site-based and corporate leadership, frontline staff, attending physicians, clinical pharmacists and family members.



# Unit Level Quality Projects - Site Updates

## Brentwood Care Centre

### St. Andrews East and Central: FALLS

Focus area will be Falls Analysis: number of falls, frequent fallers, reasons for falling, mobility, cognition levels, which shifts.

### St. Andrews West: RESIDENT PHYSICAL AGGRESSION DURING CARE

Focus has included consults with Geriatric Mental Health Services, AHS Intensive Care Management Team and Intercare Educators. Number of aggressive incidents has decreased by 50% during the last quarter (October -December 2021).

### Hillhurst: DECREASING THE INCIDENCE OF PRESSURE ULCERS

Focus areas have included assessment, documentation and treatment. The number of Pressure Ulcers has decreased by 60% since August 2021.

### Sunnyside: COLLABORATIVE CARE PLANNING

Focus area will begin with discussions by Geriatric Mental Health Consulting Service (GMHCS) about "Dementia" in general and will then proceed on to addressing specific resident's behavior issues/concerns.

### Morrison: RESIDENT PHYSICAL AGGRESSION DURING CARE

Focus has included meeting with Staff Nurses and Education on how to support Health Care Aides (HCAs) on secure units.

## Chinook Care Centre

### Richards Way: AGGRESSIVE INCIDENTS

Focus areas currently includes: interventions and communication. Aggressive Incidents have decreased by 35% in the last month.

### Chinook Park: AGGRESSIVE INCIDENTS

Focus areas currently include: documentation and communication.

### Park place: AGGRESSIVE INCIDENTS

Focus areas currently include: documentation and non-pharmacological interventions.

### Fosters Way: URINARY TRACT INFECTIONS

Measures being taken include: hydration and a focus on catheters.

### Hospice: FALLS

Focus on putting measures in place to prevent injury and falls such as frequent checks and equipment such as fall mats. The number of Falls has decreased by 50% since July 2021

### Belaire: FALLS

Focus areas include: behaviours and possible causes/needs as to why residents are falling; medication reassessments, sleep patterns. The number of falls on the unit has decreased by 40% over the last month.

## Southwood Care Centre

### Parkland: RESIDENT BEHAVIOUR AND MOOD MANAGEMENT

One area of focus will include Education for staff around managing resident behaviours.

### Fairview: ANTI-PSYCHOTIC REDUCTION

One area of focus will include Education for staff around managing resident behaviours.

### Bonavista: FALLS

Focus area includes resident specific fall prevention strategies. The number of falls on the unit has decreased by 80% since August 2021.

### Willow park: DOCUMENTATION

Focus on improving nursing documentation in specified areas.

### Palliser: RESIDENT INJURY TRACKING

Focus area includes improving resident injury tracking process, including creation of a customized tracking tool for nursing.

### Hospice: URINARY TRACT INFECTIONS

Focus on decreasing incidents of Urinary Tract Infections (UTIs) through hydration.