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Inside this issue:

Accreditation April 2022 1

Intercare Corporate
Quality Projects 1

Site-based
Quality Project Updates 2



Intercare Corporate Group Inc. - *"The Heart of Excellence"*

Quality Improvement

Accreditation April 2022

Intercare has again achieved Accreditation Canada's highest level of achievement - an "Exemplary Standing" 4-Year Award! This is the third successive **"Accredited with Exemplary Standing"** Award that Intercare has received from Accreditation Canada!

Over the next several months, Intercare will be reviewing all areas of feedback provided to it by the Accreditation Surveyors, including recommendations provided, with a commitment to incorporating the learnings into our care and services model to help improve quality of life for our residents, families, visitors and staff.



Intercare Corporate Quality Projects

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

Electronic Documentation Update:

The Southwood and Chinook Hospices have now fully implemented the use of PointClickCare (PCC) and Point of Care (POC) for Nurses and Care Aides. Congratulations to both teams!

Bi-weekly meetings have begun in preparation for the implementation of the Electronic Medication Record (eMAR) at our Kingsland Terrace Supportive Living (KLT) site. Due to complex patient populations and the extensive use of medications in our hospices, the eMAR implementation at the Southwood and Chinook hospices will take place several months following KLT. The implementation of eMAR at KLT and the hospices is being undertaken jointly and in collaboration with Intercare's contracted clinical pharmacy provider - Marshall's Pharmacy.



Site-based Quality Projects

Quality Projects occur in many different areas of Intercare. The Directors of Care, Clinical Team Leaders and Case Managers at Intercare have continuous quality improvement (QI) projects on the go, based upon clinical need. Many of Intercare's non-clinical departments also champion QI projects based upon best practice, resident / family feedback and resident need. This Newsletter will highlight some of the QI projects currently taking place at our sites.

Brentwood Care Centre

The Behaviour Support Unit (BSU) at Brentwood is currently working on a **Quality Project** that is focused on Resident **"Independence, Strength and Mental Health"**. The goals of this project include the following:

- ♥ Improve the well-being, including mental and physical health, of BSU residents who may be struggling with mental health issues or are at high falls risks.
- ♥ Help BSU residents who are struggling with weight gain due to inactivity and/or overeating, to manage their weight.
- ♥ Help BSU residents improve their overall physical health.
- ♥ Help BSU residents increase their level of independence and, with this, gain self-confidence and improved quality of life.
- ♥ Try to minimize anxiety and depression for BSU residents through engagement in enjoyable and meaningful activities which bring sense of purpose and happiness back into their lives.

Chinook Care Centre

One of Chinook Care Centre's current **Quality Projects** is **"Therapy Assistant Documentation in Long Term Care"**. To enhance and improve upon documentation and communication flow between therapy assistants, rehabilitation professionals and the remainder of the interdisciplinary care team, goals of this project including the following:

- ♥ Continue to focus on the active rehabilitation programs and resident improvement by streamlining communication.
- ♥ Continue to improve and enhance the therapy assistant role.
- ♥ Increase accountability and accessibility for all team members.
- ♥ Maximize time for efficiency and productivity.
- ♥ Have relevant documentation available to team members in one location.

Kingsland Terrace Supportive Living

Kingsland Terrace, Intercare's only Supportive Living site, is currently running a multi-phase **Quality Project** on **"Developing a Systemic Approach for Communication for all Members of our Team"**. Phase 1 of this project has several goals:

- ♥ Create and disseminate a Survey Monkey survey for frontline staff to complete regarding our current state of communication.
- ♥ Share information in a clear, concise and consolidated manner.
- ♥ Streamline communication so that it is not complicated.
- ♥ Evaluate what the team needs and realistically assess how much information is shared.
- ♥ Use a 'conversational approach' that can more easily reach the team.
- ♥ Engage staff in different forums: emails, meetings and more.

Southwood Hospice

The Southwood Hospice is currently championing a **Quality Project** on **"Staff Health and Well-being"**. This quality improvement initiative has been established in response and support to Corporate's on-going reminder to staff about "Taking Care of Ourselves and Ending the Stigma Around Mental Illness". Due to the COVID-19 global pandemic, the need for self-care and a focus on mental health and well-being has become significantly more important. Goals of this project include:

- ♥ Creating a safe, welcoming, non-judgmental environment to all staff when discussing mental health and well-being.
- ♥ Empowering staff and encouraging them to talk about their mental health and well-being.
- ♥ Preventing work-related stress in order to reduce burnout within the staff.