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April 2025

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



Intercare Quality Improvement

2024 was a year that presented periods of growth, refinements and challenges. It was also a year where the following key areas were of primary focus:

- ◆ Improving quality of care
- ◆ Improving resident quality of life
- ◆ Maintaining operational excellence

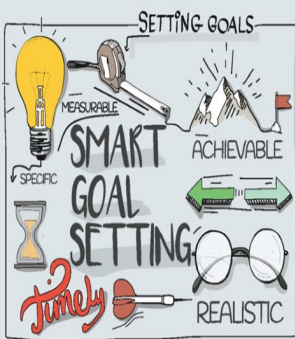
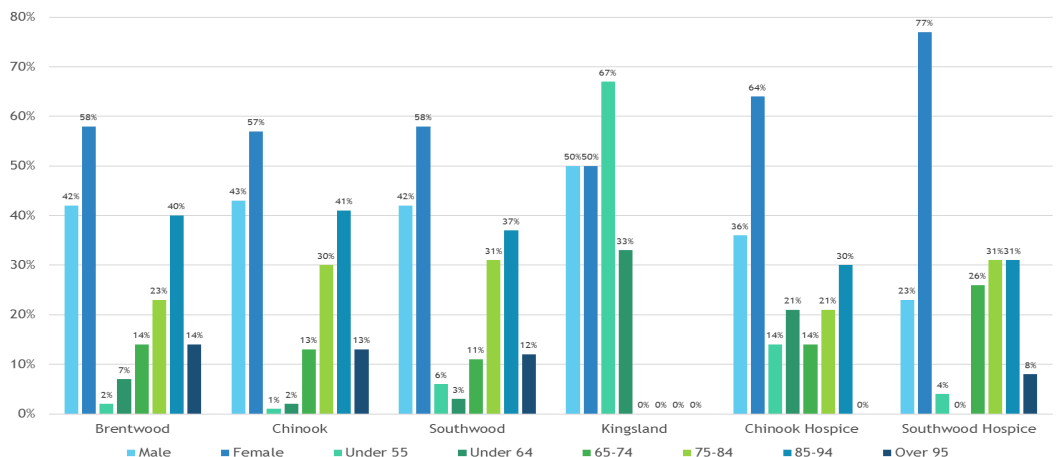
This newsletter provides a summary and overview of key achievements, challenges and quality indicators that have defined site-based and organizational performance in 2024. Included is a review of our quality metrics and areas of strength, as well as areas requiring further attention as part of our ongoing commitment to high standards of resident care and services.

As we (along with others in the healthcare sector) continue to move forward with post COVID-19 Pandemic recovery efforts, our goals for 2025 will focus on the following:

- ◆ A commitment to our [Philosophy of Care](#) model
- ◆ A commitment to our [Psychological Health, Safety and Wellness in the Workplace](#) program
- ◆ Maintaining and/or improving a number of [Quality Indicators](#)

Key Metrics:

- ◆ **Admission Rates:** Rates were steady across the sites in 2024, averaging 12% per quarter over the year for Long Term Care (LTC) and close to the 300% mark in Hospice. Less fluctuation was seen in 2024 than in 2023 and consistency was held between all four quarters, with a slight spike in Quarter 3 at the Southwood and Chinook Care Centres.
- ◆ **Resident Demographics:** In our LTC homes, female to male ratios sit consistently at 60 / 40 and we are seeing close to 80% of LTC residents over the 75 years of age and an amazing 12-14% over the age of 95!



Quality Improvement Continues...

Key Achievements and Outcomes in 2024:

♥ Philosophy of Care, Care Provision and a Re-Focus on Intercare's Core Values

- ◆ **Initial Site Wide Education:** As part of our strategic plan initiatives, 'Quality of Resident Life' is one of two core strategic 'pillars' (priority areas) of focus. Between October and December 2024, education sessions on Intercare's [Philosophy of Care](#) model were completed with Corporate-based, Kingsland Terrace and Brentwood Care Centre Leadership and staff. Approximately 400 staff at Brentwood Care Centre and 40 staff at Kingsland Terrace attended the [Philosophy of Care](#) sessions, representing well over [90% of staff](#) at each of these sites. Between January and March 2025, education sessions on the [Philosophy of Care](#) model were also completed with 370 staff at the Chinook Care Centre and 310 staff at the Southwood Centre in attendance, representing [90% of staff](#) at each of these sites as well.
- ◆ **Care Plan Implementation:** Over the course of the year, significant strides were made in the personalizing of resident care plans to meet the diverse needs of our residents. This focused work involved detailed assessments and collaborative care planning with families and healthcare teams, as well as incorporation of the resident 'Life Story' into the personalized care planning process for residents.
- ◆ **Re-Focus on Core Values:** As we begin 2025, in alignment with a re-focus on Intercare's [Psychological Health, Safety and Wellness in the Workplace](#) program, initiatives will be focused on a "back to basics" approach with Intercare's [Core Values \(Commitment, Respect, Compassion, Ethics and Service\)](#) at the center.

♥ Staff Training & Development:

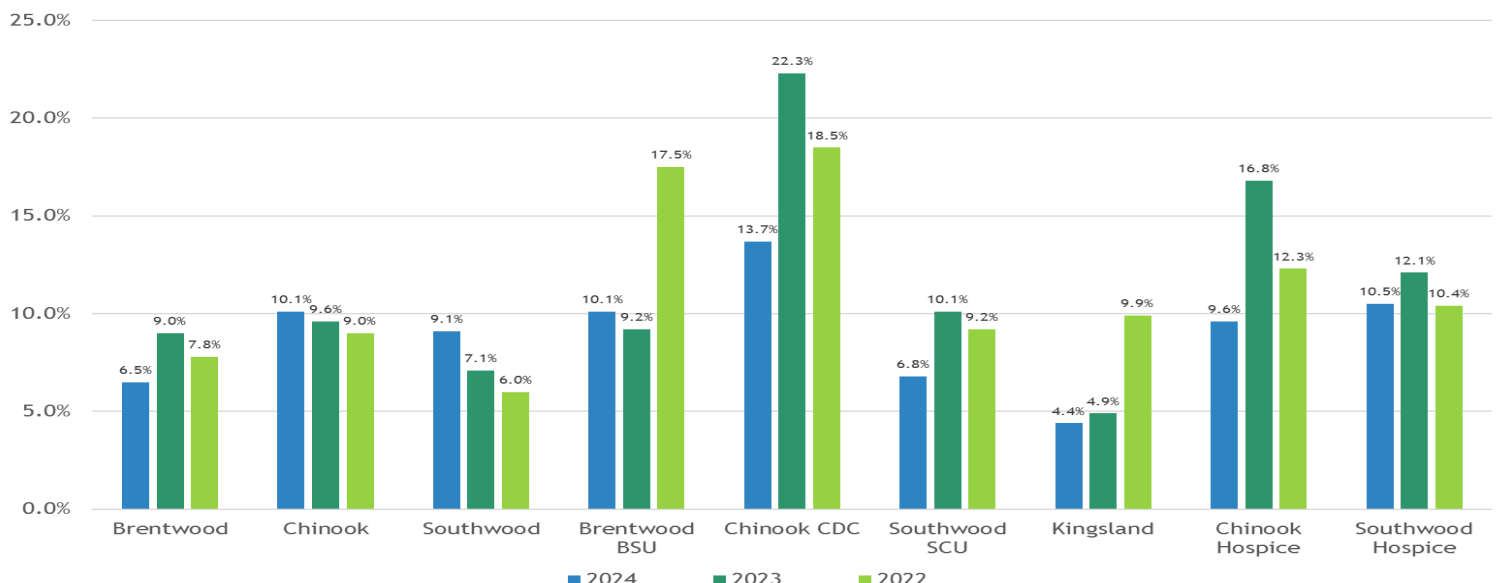
- ◆ A strong emphasis was placed on continuous professional development for staff, particularly in areas of leadership, dementia care and fall prevention.
- ◆ Our in-person training programs were well attended by staff and contributed to improved care delivery, as well as areas of continued focus in the year to come.

Review of Quality Indicators and Benchmarks for 2025:

- ◆ In accordance with national and provincial standards, we have closely monitored and reported on several key quality indicators throughout the year. These important metrics help measure the effectiveness and safety of resident care and support our commitment to continuous improvement.

♥ Falls and Fall-Related Injuries:

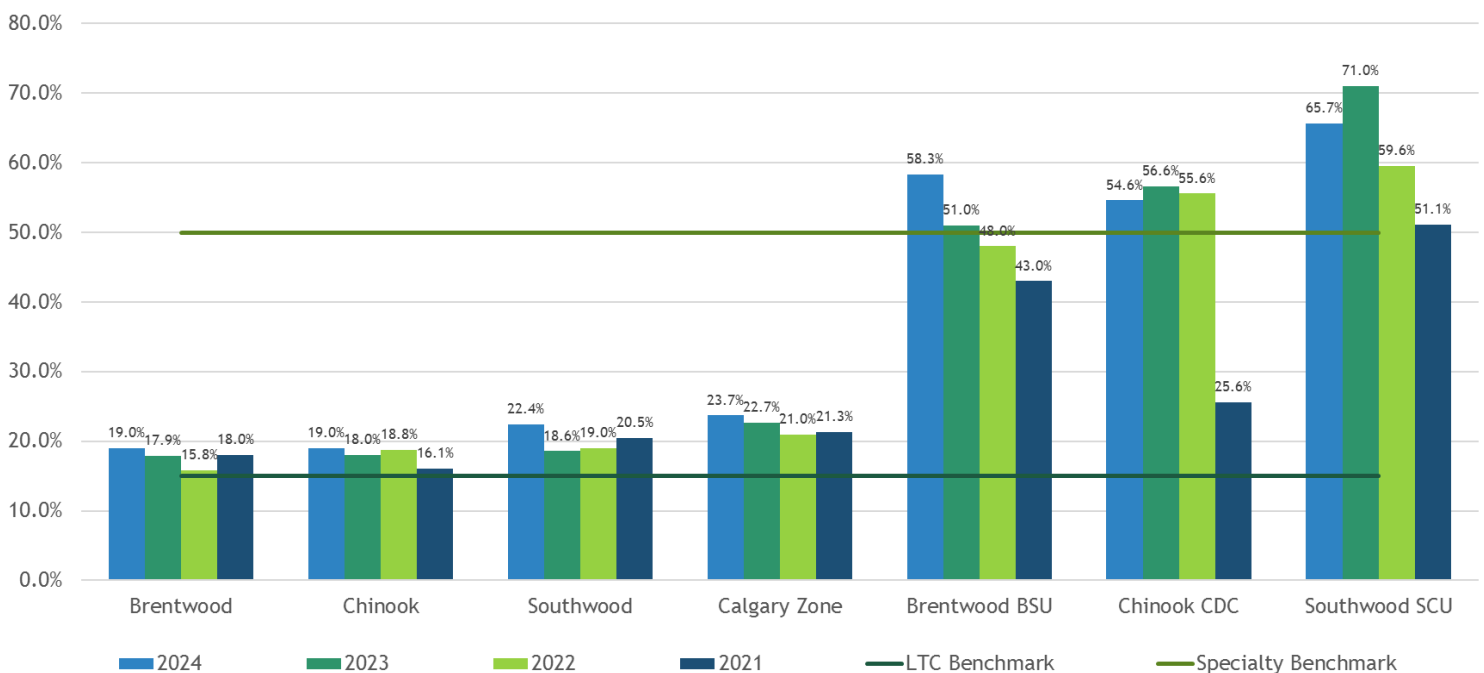
- ◆ Fall rates increased slightly in 2024; the slight increase comes hand in hand with implementation of policies that specify the elimination of restraint use for falls and the reduction in the of alarms for falls.
- ◆ In 2025:
 - ⇒ A detailed review of the fall prevention program and effectiveness of changes to the 'post fall review' process is underway, with additional staff training also planned.
 - ⇒ A focus on decreasing falls with injury will continue by updating the 'post fall review' process to ensure more critical thinking in the development/identification of fall interventions.
 - ⇒ Benchmarks will include keeping dementia unit falls below 10% and reducing overall fall incidence to 8%.



Quality Improvement Continues...

♥ Antipsychotic Medication Use and Responsive Behaviours:

- ◆ In 2024:
 - ◇ A new 'Responsive Behaviour Tracking' form was implemented with the goal of tracking 'triggers' for responsive behaviours. The new form was found to be very effective in assisting to improve care plan personalization for residents.
 - ◇ Responsive Behaviour Tracking was found to be inconsistent across the sites. The identified inconsistency appears to be due to variations in the documentation of information by staff on the tracking form. To address this, documentation consistency will be a focus in 2025 with Health Care Aides (HCAs) leading on achieving this improvement goal.
 - ◇ The goal of seeing a reduction in the use of antipsychotic medication across all sites proved to be challenging due to resident complexities, as well as family and physician resistance. Antipsychotic dose reductions that were achieved are well worth acknowledgement and have been impactful for resident quality of life and engagement.
- ◆ Reduction in the use of antipsychotic medication across the sites will continue to be a focus for 2025 through behavioral interventions, improved communication strategies with residents and increased staff training in the use of non-pharmacological approaches to manage challenging behaviors.
- ◆ Our philosophy of care and dementia care programming continues to evolve. With this, we anticipate further reduction in the use of antipsychotics in 2025 with benchmarks set at 15% for LTC (bringing Intercare well below the 22% Calgary Zone average) and 50% for Specialty Units (i.e. Behavioral Support Unit, Complex Dementia Care Unit and Special Care Unit).



Quality Improvement Goals for 2025

Goals for 2025:

- ♥ **Enhance Philosophy of Care Education and continue building on Intercare's Core Values:**
 - ♦ Build on current programs to provide more person-centred care for our residents with a shift from a 'task oriented' approach to a 'person first' mentality and approach.
- ♥ **Improved Pain Monitoring and Pain Management:**
 - ♦ Increase the frequency of pain assessments along with accompanying education in the first quarter of 2025.
- ♥ **Improved Vaccination Rates:**
 - ♦ Continue to encourage resident and staff immunizations.
 - ♦ Improve vaccination rates to help control the spread of respiratory infections in our Care Homes.
- ♥ **Reduce Fall-Related Injuries:**
 - ♦ Implement new strategies to identify fall risk earlier and deploy more targeted interventions.
 - ♦ Reduce fall related injuries by 25% across all sites.
- ♥ **Staff Training:**
 - ♦ Continue to invest in staff training and career development opportunities to retain skilled professionals and focus education on areas of need or challenge.
- ♥ **Technology and Data-Driven Care:**
 - ♦ Invest in technology that can improve care and service coordination, monitoring and reporting for both residents and staff.

