



Continuous Quality Improvement – Interim Report

DESIGNATED LEAD

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QUALITY PRIORITIES FOR 2022/23

Kristus Darzs Latvian Home is pleased to share its 2022/23 Quality Improvement Plan (QIP). To identify QI priorities for the current year, the Continuous Quality Improvement Committee sought input from residents, staff, families and Board of Directors. The committee also considered lessons learned from the pandemic, Annual Resident and Family Satisfaction Survey Results and the trends in changing demographics of the Home.

The COVID-19 pandemic has highlighted the importance of social connections and meaningful activities. The challenges of pandemic including longer isolation periods, visitor restrictions, reduced social interactions and decreased activities which had negative impact on the mental health of our residents.

The Annual Resident & Family Satisfaction survey results reflected similar concerns. Mealtimes have always served as opportunities for social connections. During the pandemic communal dining was often interrupted. Infrastructure issues and environmental factors left us with no choice but to serve the meals in resident rooms. Although this approach helped us to decrease the spread of COVID-19 infection, it also considerably increased the social isolation of our residents.

Lastly, the Annual Resident & Family Satisfaction survey results also indicated the need to improve the variety of our social and recreational activities. While originally, the Home was established to provide care in a culturally sensitive setting that respects Latvian heritage, the percentage of Latvian residents in the home has decreased in recent years. Today, Kristus Darzs is also home to residents who identify as Italian-, Sri Lankan-, Armenian-, Russian-, Portuguese-, Vietnamese-, Chinese-, Hungarian-, Croatian-, Polish-, Rumanian-, Spanish-, Filipino–Canadians and others. Kristus Darzs recognizes the need to celebrate and embrace the diverse ethnic heritage of all our residents.



KRISTUS DĀRZS LATVIAN HOME

Consequently, the Committee identified two main priority areas: to promote pleasurable dining and offer person-centered approach in social and recreational activities to our residents in an inviting, warm and caring environment. Quality Improvement is a continuous process; therefore, updates to our Quality Improvement Plan will be provided on an ongoing basis.

QUALITY OBJECTIVES FOR 2022/23

Goal 1.1: Promote a more person-centered approach to recreational and social activities offered at Kristus Darzs where residents have an opportunity to be more involved in the planning process of the monthly programs calendar. We wish to offer activities which embrace the diverse ethnic heritage of our residents. The goal is to improve resident satisfaction with social and recreational activities by 50% compared to baseline by July of 2023.

Focused Actions:

Facilitate a Program Planning activity for the residents

- At the beginning of each month, provide opportunity to residents to discuss what programs they enjoy and what programs they would like to see in the next month.
- This program will be facilitated on a monthly basis and will be reviewed by the programs manager.
- Provide residents with opportunities to participate in programs of all 5 domains.
- Facilitate the program in a group setting as well on a 1:1 basis in order to capture a better picture of what the individual residents would like to see.
- Select programs based on the residents' choices and cultural needs to incorporate on the calendar for the following month.
- Feedback will be given in the Resident Council and next program planning meetings



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Goal 1.2: Promote pleasurable dining experience for residents. Positive mealtime experience plays a vital role to improve resident's mental health and well-being. The goal is to improve resident satisfaction with mealtimes by 20% compared to baseline by July of 2023.

Focused Actions:

- Reduce noise level in the dining room
- Maintain comfortable temperature
- Identify and design potential dining areas on 2nd and 3rd floors.

Quality Improvement at Kristus Darzs takes a multi-disciplinary approach and involves all departments. While the formal plan focuses on improving activities and pleasurable meal times, efforts to minimize falls, wounds, and other clinical issues are ongoing.