

2023-2024 Quality of Care Committee AGM Report

Members:

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The Quality of Care Committee continues to promote the physical, psychological & social well being of the Kristus Darz residents. The past year has been very positive & exciting with new activities & program development post Covid.

The Ontario LTC clinical indicators are reviewed regularly & KD continues to do well. Anti psychotic use is slightly above the provincial average. A protocol for anti psychotic review & assessment by the physician is being discussed. The pain indicators are significantly lower than the provincial average. The protocols of documenting pain levels are being reviewed to ensure that all episodes of pain are being captured. Depression is slightly higher than the provincial average. KD residents are older than the average LTC population & this could reflect their history of hardship.

Annual Resident & Family Satisfaction Survey:
Overall for residents was: 91% & families 100%
Families to recommend KD to family & friends is 92%.

Residents identified three areas for improvement. In 2024, the Continuous Quality Improvement Committee (CQI) will focus them as listed below.

1. Staff respecting resident privacy
2. Staff listening to residents
3. Staff available when residents need them

The “Walk a Mile in My Shoes” staff education program is being developed. It is for staff to experience what it is like to use a wheelchair, being visually/hearing impaired, etc. Thus staff can be more emphatic of the residents experiences.

The call bell system is being upgraded to improve response time to resident calls.

The professional & recreation staff have been very enthusiastic & active this past year. The initiative for purposeful programming & communication have included:

1. Resident participation in monthly activity & program planning.
- 2.” All About Me” communication tool on residents doors.
3. Snoozling Program to decrease agitated behaviours.
4. Main floor activity tables
5. Musical & opera programs.
6. Arm chair travel .
7. Informative & colourful resident programs.
8. Increase of volunteer involvement & student placements.
9. Increased OT hours for behavioural assessment & management.
10. Walking & wheelchair movement to music around the main floor lobby area.

Thank you to all the committee members for their enthusiasm in participating in the QOC committee & their dedication to the well being of the KD residents.

With Appreciation,
Ligita Welsh- chair