KD Quality of Care Commitee Annual AGM Report for 2024-2025

Kristus Darz continues to promote for the physical, psychological & social well being of it's residents. This past year as the Board Quality Committee Chair, I have attended onsite Kristus Darz Quality Improvement meetings under the lead of Apurva Relan Sehgal, Kristus Darz Quality Co-ordinator. This collaboration between management, staff & board enhances open communication for ongoing Continuous Quality Improvement initiatives in a timely & effective manner.

Provincial QOC Indicators:
KD continues to perform within or better than provincial outcomes for data from Dec/24 in the areas of falls, anti psychotic use without diagnosis, pain, worsening pressure ulcers, depression, bowel/bladder incontinence, & restraint use. The 2 new provincial indicators added for the next year are , worsening & improving physical function.

Resident & Family Survey:
Overall resident & family responses to the survey showed a high level of satisfaction rate of 97% for both groups, up from 91 % last year.
Questions from the survey were used to identify concerns & opportunities for improvement for the KD Quality Improvement Team for the coming year regarding communication to make residents feel safe & informed. Nursing will initiate rounding with the attending physicians so as to be able to explain & reiterate the Dr's information. They will promote increased checking in with residents & monitor call bell wait time responses to identify & resolve issues for help. They are considering regular written updates to residents/ council/ FB for what is going on in the home.

Kristus Darz has an active social program which the residents, residents council and the Programs Planning Meeting have monthly input to. There have been many opportunities to have Latvian & non-Latvian performances for our diverse population .
To accommodate our Latvian and diverse multicultural population, we continue to incorporate the observation calendar items within programing to keep up with events, festivities & holidays around the world and in our home.
With the presence of many staff and students daily, there is a greater sense of welcoming, interactional opportunities for the residents, and liveliness in the home. I am pleased to say that Kristus Darz Latvian Home is practicing and striving for continuous quality improvements to enhance the lives of its residents on an on going basis.

Ligita Welsh (chair)