

# Continuous Quality Improvement Initiative Report 2022/23

## Overview

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Cassellholme, as per by-laws, seeks to develop strategies and plans, to make improvements, set goals and implement change. The Board of Management, staff and stakeholders have engaged in the planning process using key Provincial and Regional documents to form the foundation of the Strategic Plan. Cassellholme is committed to delivering Resident care that is focused on quality and Resident safety. This care is delivered within the context of our values: Dignity, Accountability, Respect and Excellence. This Quality Improvement Plan [QIP] submission is a key element in Cassellholme's continuous efforts to provide excellent care for the Residents of our Home.

Everyone who works at Cassellholme is providing quality care. Whether it's tasty and nutritious meals, friendly staff, comfortable chairs, skilled healthcare providers, or good entertainment, we judge our success on our Residents' feedback. For the past few years our survey results indicate satisfaction levels over 98%. The quality improvement process includes engagement with the Residents, staff and the leadership team. This includes engaging our Residents and significant others in new ways. Several engagement opportunities are available including development of the quality plan, setting of priorities and quarterly review on the progress of our goals. We engage with the Residents through Resident Council meetings, Resident Satisfaction Surveys, newsletters and bulletin boards as well as through obtaining informal feedback. We actively encourage participation of the Residents in all aspect of life at our Home. We strive to ensure that the quality indicators are meaningful to our Residents. This approach creates an excellent balance where Residents, along with front line staff and the leadership team work together to achieve shared quality improvement goals.

## Reflections since last QIP

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It was a unique two years, full of challenges. The good news is, Cassellholme has a very creative, resilient, thoughtful team that rose to those challenges and continued to serve our Residents professionally, creatively and with care. From the top to the bottom, we've strengthened the culture and looked after our people, working through the Covid-19 pandemic the vital importance of internal collaboration has never been clearer. This year, for the first time, we sent out 174 emails asking for the survey to be completed online. 112 people filled it out. The remainder were mailed, or given to Residents to complete. In total, we received 127 completed surveys, representing 60% of our Residents. That doubled the previous year responses.

## QIP 2022/23

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When choosing our topics for our QIP, we considered the factors of Safety, Effectiveness, Integration and use of a Resident-Centred approach to care. The QIP sets out detailed initiatives for our areas of focus for 2022-2023. These improvement areas were selected through review of all the quality indicators, critical incidents, Resident feedback and Resident satisfaction results.

## Membership

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1. The Home's Administrator
2. The Home's Director of Nursing and Personal Care
3. The Home's Medical Director
4. Every designated lead of the Home
5. The Home's registered dietitian
6. The Home's pharmacy service provider, or where the pharmacy service provider is a corporation, a pharmacist from the pharmacy service provider
7. At least one employee of the Licensee who is a member of the regular nursing staff of the Home.
8. At least one employee of the Licensee who has been hired as a personal support worker or provides personal support services at the Home and meets the qualification of personal support workers referred to in section 52 of the regulation
9. One member of the Home's Residents' Council
10. One member of the Home's Family Council

## Contact Information

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Designated lead for the continuous quality improvement initiative:

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