



QUALITY CARE REPORT 2023 - 2024

PREPARED BY

TRACY BONNER, Director of Quality

OUR PURPOSE

VISION

Engaged residents. Meaningful relationships. Moments of joy.

MISSION

We are a resident and family-centered community caring for each other.

VALUES

Caring: we demonstrate compassion, kindness and empathy for each other to create a welcoming, secure, and comfortable environment.

Collaboration: we work together to serve those entrusted to our care by engaging with residents, family members, employees, physicians, students, volunteers, health professionals, clergy, external partners, and friends.

Respect: we embrace diversity; we demonstrate consideration and politeness as we seek to understand each other's experiences and perspectives.

Accountability: we act with integrity and transparency while holding ourselves and each other to high standards and the pursuit of continuous improvement.

Safety: we are committed to health, well-being, and safety for all members of the Saint Vincent's Nursing Home community.

Saint Vincent's Nursing Home is home to 148 residents with approximately 300 staff. We are proud of the care we provide, and our dedicated and skilled staff make it their mission to help our residents receive quality care every single day. Resident and family centered care is our cornerstone for all we do. Our residents and families are integral members of the healthcare team.

Over the past year, we have continued to focus on improving how we care for our residents and measuring key outcomes to determine our success in:

- delivering quality care
- promoting safety
- ensuring regulatory compliance
- improving resident and family satisfaction as well as quality of life
- building the capacity of our frontline teams and leaders to deliver the best possible care.

New initiatives in 2023-2024:

- Fully implemented Surge Learning platform for all mandatory education. We achieved 100% compliance for staff education.
- Implemented new electronic incident reports on Surge QRM platform resulting in significantly higher compliance in reporting resident incidents.
- Began using Surge QRM for monthly safety audits in March 2024
- Started Risk Registries to identify areas of potential risk and ways to mitigate those risks.

Thank you to all staff and managers who worked diligently to achieve such wonderful results!

Tracy Bonner, Director of Quality & Safety

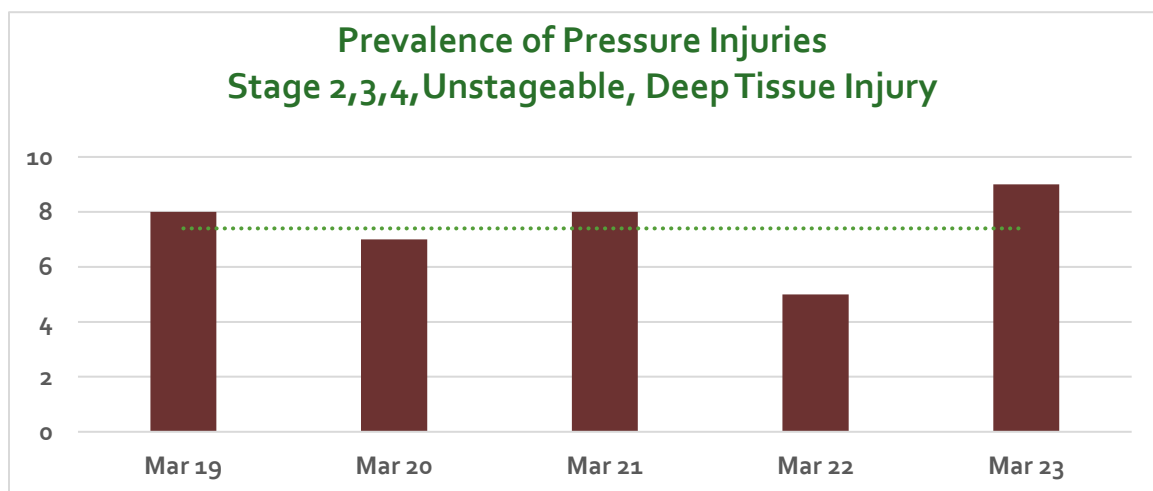
PRESSURE INJURIES

Reducing pressure injuries is always an area of clinical focus in long-term care. The risk of getting a pressure ulcer is higher for seniors particularly those who are immobile for long periods, have diseases such as diabetes, were in hospital recently or are at the end of life.

Saint Vincent's Nursing Home's comprehensive skin and wound program was developed to address the needs of our resident population with very complex and diverse physical needs. Our home uses an interdisciplinary collaborative approach to prevent and manage wounds and promote skin integrity. Our nursing and personal care staff, physicians, dietitian, physiotherapist, physiotherapist assistant, and our occupational therapist work closely to provide evidence-based care appropriate for each resident, including:

- Daily head-to-toe assessments at point of care to identify areas of risk and prevent skin breakdown
- Daily preventative skin care is aimed at maintaining intact skin, minimizing the risk for injury and identifying early signs of problems.
- Weekly wound assessments of all pressure injuries
- Exercise and mobilization programs
- A comprehensive care plan to address individual needs and interventions geared reducing discomfort and promoting prevention and healing such as pressure relieving devices, turning and repositioning schedules, special nutritional supplements, specialized mattresses, Swift sheets, and high quality skin and wound care products.
- Safe resident transfers and mobility to reduce the risk of wound development from friction and shear through our PACE program.
- Root cause analysis for all stage 2, 3, 4, unstageable, deep tissue injury wounds
- Documented assessments of wounds with each dressing change.
- Bi-weekly team meetings to review current wounds, assessments and care plans, root cause analysis of new or worsening wounds
- Regular audits- reviewing care planning, turning/repositioning documentation, initial/weekly wound assessments and assessments with treatment.

Our care staff receives education regarding preventative skin care, appropriate treatment and prevention of pressure injuries. This has been a challenge because of Covid protocols. Education has been provided through self-learning guides and webinars offered through various wound care experts such as Wounds Canada and Wound Source.



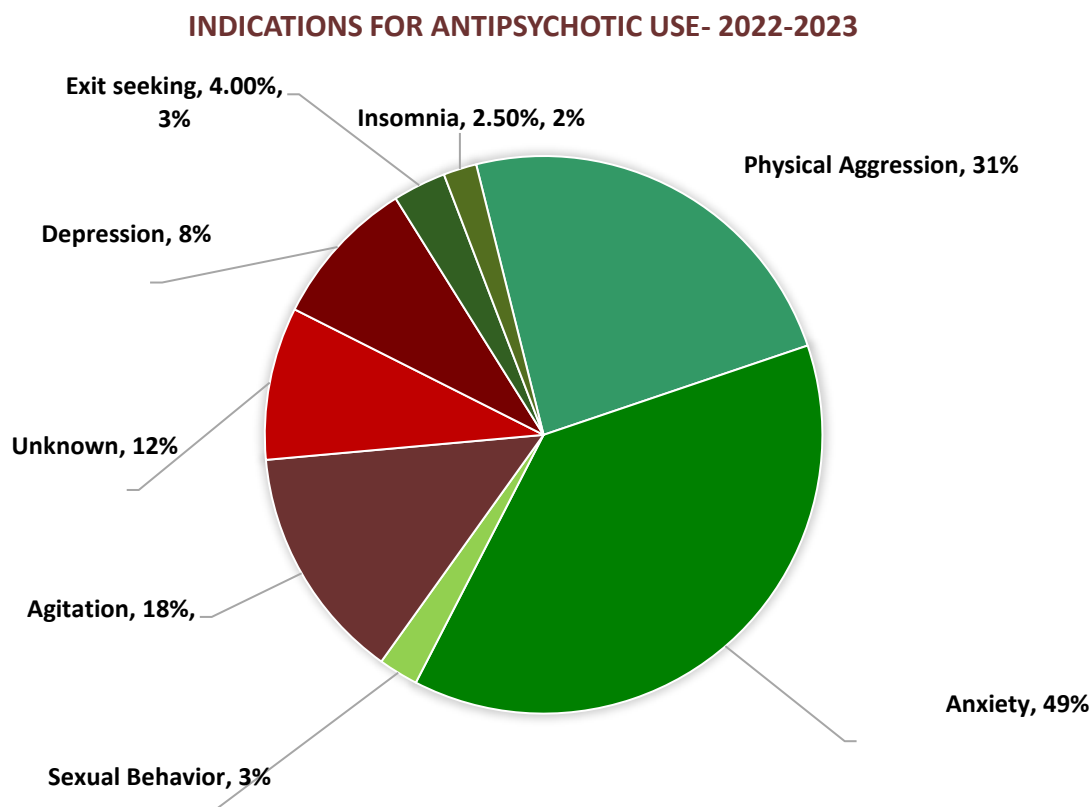
Appropriate Use of Antipsychotics

Antipsychotics are indicated for psychosis, schizophrenia, Huntington’s disease and bi-polar disorder. They are sometimes also used to control agitation, anxiety, depression and dementia-related behavioural problems, including aggression. Antipsychotics may be an appropriate course of treatment in times of severe distress or imminent risk of physical harm to self or others for example. However, they can increase the risk of falls and fractures, stroke and death for elderly people with dementia.

According to CIHI, one in three long-term care residents in Canada today is taking antipsychotic medication without having an underlying diagnosis. SVNH takes off-label use of antipsychotics very seriously.

When prescribing antipsychotic medication, we talk with the resident and family about risks, monitor each resident for potential side effects and try multiple interventions in keeping with a comprehensive care plan. Our preference is to use options without medication where possible. This requires specialized training and programs. The majority of our full-time nurses and therapeutics team have completed the PIECES Resource training. We continue to offer the U-First training to our front-line staff through the Nova Scotia Alzheimer Society.

Thanks to the commitment of our staff, especially the front line staff, we have been able to sustain our goal of appropriate prescribing of antipsychotics. As noted in the following graph, the prescribing of antipsychotics is primarily for behaviors that are distressing to the resident or behaviors that may put the resident or others at risk. Changes in the residents’ condition and responsive behaviors is regularly monitored and assessed for a possible change in medication and care planning needs.



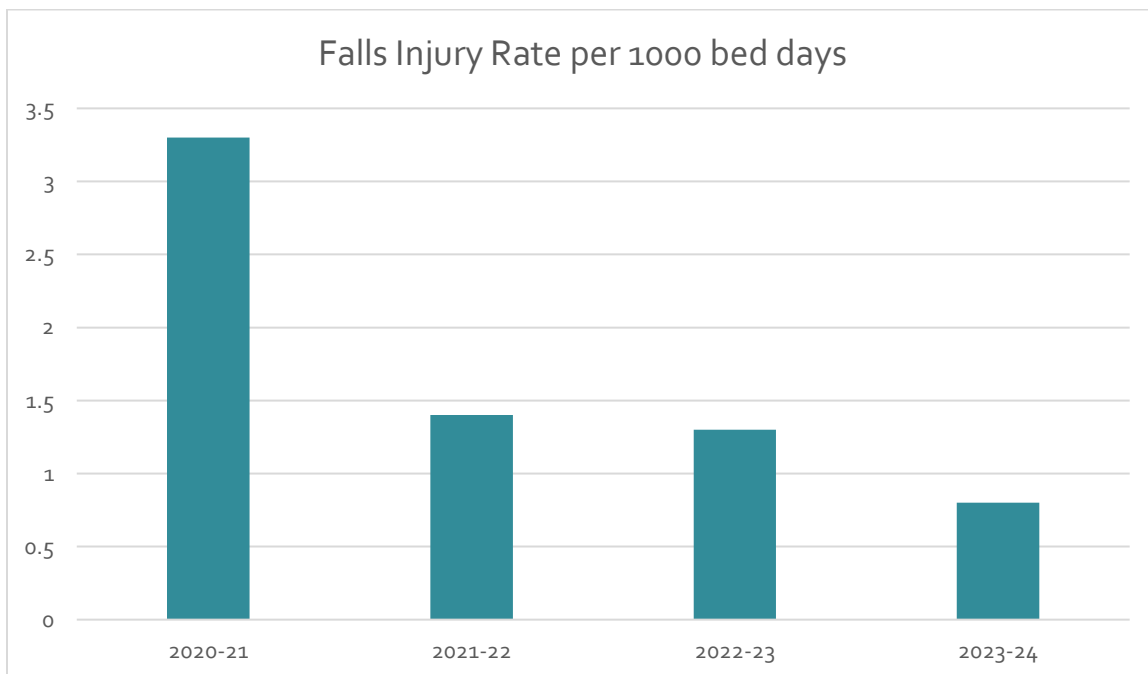
Falls Management

Residents in long-term care are frail, have multiple chronic illnesses, cognitive impairment, and tend to use more prescription medications. For these reasons, either alone or in combination can increase the risk of falls. SVNH has a multidisciplinary falls program which includes a comprehensive review of risk factors, such as falls history, gait, balance, vision and continence status, medications and footwear. We have a flagging system which identifies residents at greatest risk for falls.

Our home uses a variety of interventions to help reduce a resident's risk for falls and injury from a fall, including:

- Toileting programs and incontinence checks
- Frequent rounding to anticipate care needs
- Relocating a resident closer to the nurses' station for closer monitoring
- Medication reconciliation upon admission, and regular medication reviews thereafter to reduce drug-related falls
- Exercise and walking programs and physiotherapy to improve strength, balance, stability and coordination
- Specialized assessments to measure level of risk
- Education for safe resident transfer techniques and promote appropriate use of mobility aids
- Crash mats
- Chair and bed alarms
- High-low beds adjusted to the appropriate height for each resident
- Safe lifting equipment and transfer techniques to reduce likelihood of injury.
- See a spill, clean it up

Despite best efforts, some of our residents do fall. In such cases, staff members conduct 'huddles' with team members to identify contributing factors and discuss ideas to reduce risk of recurrence. The team will update the care plan to help reduce the risk of falls and reduce the risk of injury related to a fall. Residents and families are included in these conversations. Their input is invaluable to the care planning and safety interventions implemented.



Promoting Infection Control

This has been a year of normalizing COVID-19 protocols, reducing preventative mask use as community rates of COVID-19 have been steadily decreasing with the spring weather.

In response to the COVID-19 pandemic, the leadership team, led by our Infection Control Designate, initiated a number of measures to guide the protection of our residents and staff. This included but is not limited to

- education of residents, families and staff,
- screening of residents who shows any symptoms of Covid-19,
- enhanced cleaning of high touch areas,
- immunization of residents, designated care givers and staff,

Our Infection Control protocols were always exceptional which shows in our infection control statistics over the past years. Our infection rates are consistently low with **no outbreaks** this past year.

Our residents received the influenza vaccine in the fall with an uptake of **95%** and are offered the pneumovax vaccine on admission if required. We encourage all staff to receive the influenza vaccine each year as well, with an uptake of **95%**. COVID-19 vaccines are on rotation per public health protocols.

Our residents, families and staff are to be commended for all their efforts over the last year. We appreciate everyone's support in keeping SVNH safe.

Regulatory Compliance

Saint Vincent's continued success is dependent on our reputation for quality, honesty, and care with which we treat our residents, families and care partners. Every employee is expected to behave in an ethical, courteous, and professional manner consistent with our continuous commitment to residents and regulatory compliance. Twice a year, SVNH is inspected by the Department of Health and Wellness to ensure we are complying with the Long-Term Care requirements. We had an exceptional annual visit in February with only three deficiencies and zero repeat deficiencies. This is an exceptional inspection report and the result of management and staff working together to create a safe and compliant home for our residents.

Listening to residents and families

Saint Vincent's Nursing Home conducted resident and family satisfaction surveys in. The information from these surveys is used to identify opportunities for improvement and areas of strength. The survey asks respondents to provide their feedback on standardized questions in six key areas: healthcare, environment, customer service, programs/ activities, support services, meals and dining experience. The results from the latest survey with action plans for improvement will be issued separately. Thank you to all who completed the survey. Your voice does matter.

Thank you for taking the time to read this 2023-2024 Quality Report. If you have any questions or comments, feel free to touch base with Tracy Bonner tbonner@svnh.ca.

Remember to check us out on [Facebook](#).

The residents and staff love sharing pictures of our activities and just having fun with all of you!