



HILLSDALE TERRACES

Continuous Quality Improvement Report

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Designated Leads

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Hillsdale Terraces is an accredited Long-Term Care home that provides care and services for 200 residents. It is one of four Long-Term Care homes owned and operated by the Regional Municipality of Durham, Long-Term Care and Services for Seniors. Hillsdale Terraces is committed to the Division's mission of "Strong People, Caring Communities, Our Future" and strives to continuously improve the delivery of care and services for residents while managing risk.

The home is committed to continuous quality improvement and actively refines required programs on a regular basis. This entails developing, implementing, and evaluating new processes to provide high quality care and service to residents in an environment that promotes choice, dignity, and respect. The interprofessional team at Hillsdale Terraces rely on several resources to identify trends/patterns, learn from incidents, improve processes and systems, implement controls, and develop prevention strategies.

Priority Areas for 2025

Each year as per of Ministry of Long-Term Care and Ontario Health requirements, Long Term Care homes are required to submit a quality improvement plan (QIP). This plan incorporates priority areas which the home has identified.

In addition to the QIP submission, the home has identified many other QI projects. The details of the QIP and additional quality initiatives for 2025/2026 are listed below.

1. Resident Satisfaction – goal to increase from 80.9% to 85%. This will be achieved by:

- Staff getting to know resident life stories – through the day in the life/Life Story questionnaire.
- Create more opportunities for resident to participate in meaningful activities

- Mealtimes to be made more enjoyable through a resident dining experience improvement project.

2. Reduce the % of resident who have fallen. This will be achieved by:

- Implement intentional Rounding (4 P's)
- Complete post fall huddles
- Implement falls rounds in all 8 home areas

Additional Quality Improvement Initiatives Planned for 2025

In addition, to the above quality improvement initiatives in the QIP, Hillsdale Terraces is also working on these additional initiatives in 2025.

- Implementation of the new LTCF Inter Rai Assessment
- Participate in the Dementia Care Program development divisionally through participation in the Dementia Assessment
- Palliative Care education for Personal Support Workers (PSWs)
- Participate in the evaluation of Evoke Health clinical portal that allows for enhanced information sharing with residents and families.

Determination of Priorities

Determining the homes priorities each year is an interprofessional process that involves many stakeholders, including staff, residents, families, volunteers, and community partners. The first step is to identify potential gaps in care and service and define opportunities for improvement.

Every year the home conducts a resident/family satisfaction survey. This survey identifies areas of satisfaction and areas they would like to see improved. The resident voice is identified as the most important feedback that the home can obtain. This combined with Residents' Council and Family Council feedback can help the home to determine the voice of our customers.

In addition to the resident/family satisfaction survey, the home reviews various other sources to determine opportunities. These other sources include:

- Internal Key Performance Indicators
- Internal audit results
- External assessments/audit results such as Medication Safety Self Assessment and Accreditation Canada Survey and Inspections.

- Review of new legislation
- Performance data from Canadian Institute for Health Information (CIHI); with a focus on areas indicating a performance decline and/or where benchmarking against the provincial average suggests improvement is necessary.
- Emergent issues identified internally (trends in Critical Incidents, Risk Related issues)
- Feedback from stakeholders including Residents' Council, Family Council, Divisional Advisory Council, external stakeholders including the Ministry of Long-term care (MLTC)
- Municipal Benchmarking Network Canada (MBNC)
- New best practices identified in the industry.

The Hillsdale Terraces home leadership team also works together with the other three Region of Durham Long-Term Care Homes, and the divisional office to develop a divisional strategic plan. The plan determines the strategic direction for the division over the next few years and incorporates initiatives and projects that are in alignment with the Regional Municipality of Durham Strategic Plan. The Long-Term Care Division also seeks input and suggestions from a Divisional Advisory Council which consists of staff, residents, and family members from each home.

Hillsdale Terraces then develops a home level action plan which supports the divisional strategic plan. The home has an Interprofessional Quality and Resident Safety Committee (IQRS). The IQRS committee serves as a forum to monitor progress of Quality Improvement (QI) activities, review performance data, analyze program goals and performance measures and to coordinate communication for education for building awareness for staff, volunteers, residents, clients, and families. This team together with the home's leadership team determines the key priority areas for improvement based on their identified gaps, opportunities, and strategic direction for the year.

Monitoring, Evaluation, and Adjustment

A key component to quality improvement is the setting of clear goals. Goals are set that are Specific, Measurable, Attainable, Relevant and Time-Bound (SMART). Once the goals are established, key performance measures are developed and monitored to ensure the outcomes of the initiatives are trending in the positive direction. If not achieving desired outcomes, the team may consider alternative change ideas, provide coaching to staff to enhance compliance, engage with staff to better understand gaps in compliance, etc. The homes IQRS (Interprofessional Quality and Resident Safety Committee) along with the home leadership team not only sets the direction of the quality improvement work but also monitors data to determine if the home is seeing results to their quality improvement work.

Communicating our progress and outcomes on these initiatives is an important step. We communicate to our residents, family members and staff using a variety of communication strategies. These include, but are not limited to:

- Presentations at staff meetings, townhalls, Residents’ Council, Family Council, Divisional Advisory Council
- Posting on unit quality boards, in common areas and in staff lounges
- Publishing stories and results on the website, on social media or via the newsletter
- Direct email to staff and families and other stakeholders
- Huddles at shift change
- Use of clinical leads/champions to communicate directly with peers.

Resident Satisfaction Results

Resident satisfaction surveys were conducted on September 25th 2024 at Hillside Terraces. In total 76 residents completed the annual survey. The overall satisfaction by residents was 80.9%. These results were communicated to Residents Council and Family Council on January 8, 2025 as well as staff on January 27, 2025. The main areas of satisfaction were Respect, Privacy and Safety and Security, and the opportunities for improvement were Personal Relationships, Food/Meals, Activities and Staff Resident Bonding. The home shared these results with both resident council, family council president and staff and then developed an action plan for improvement. These initiatives are included in the annual operational plan.

Quality Improvement Work in 2024

The Hillside Terraces team achieved the following continuous quality improvement initiatives in 2024. These goals and action plans were established to improve the long-term care home based on the previous years results of the resident satisfaction survey, clinical indicators and to improve resident outcomes and overall quality of life.

2024 ACTION PLANS	IMPLEMENTATION DATE	DATE COMMUNICATED TO RES / FAM COUNCILS & STAFF	OUTCOME
Conversion of PT PSW to FT PSW positions	January 12, 2025	April 2024	Creation of 16 full time positions through conversion of part time for Hillside Terraces . Enhanced consistency and continuity of care for residents.

Use of CADD pumps for end-of-life care	November 2024	November 2024	Reduction in pain and fewer hospital transfers for residents at end of life.
Participated in the Community Paramedicine in LTC pilot project	September 2024	October & November 2024	Greater access to diagnostic services on site.
Dignity in the Details training for staff	August – December 2024	April 2024	Staff received 2 hour- in person training focusing on resident rights, dignity and abuse free care.
Implementation of the Consent and Capacity process and education for all staff	July / August 2024	May-September 2024	All active staff received training and process was successfully implemented.
Improve resident satisfaction with meals.	October 2024	April 2024	Implementation of cook / serve meals for residents at lunch and dinner.
<i>Quality Improvement Plan priority areas:</i>			
Antibiotic & UTI Stewardship Program	January to September 2024	February 2024	Reduced % residents treated with antibiotics for urinary tract infections – achieved 2.9% vs goal 5%
Completion of Diversity, Equity and Inclusion Training	2023-24	April 2024	100% active staff received DEI training