

## 2023 BENNETT VILLAGE QUALITY IMPROVEMENT PLAN

Quality Improvement	Dent	M	Current	Target	Channe Idea to Trial	Trial Chart Date	Trial Fred Date	Improvement
Objective Improve Satisfaction with Laundry Services	Dept. Ecotex, Nursing	Measurement 2022 Survey Results	Performance 75%	Performance > 80%	Change Idea to Trial The change idea trialed in the 2022 CQI Plan yielded positive results, but also revealed that almost all misplaced clothing had not been labelled. This would suggest that family members are not aware of the proper labelling process when bringing in new clothes. This year's change idea is an information campaign for families so that clothing is properly labelled going forward. We will begin monthly reminders in monthly newsletters, as well as post card reminders in admission packages.	Trial Start Date 1-Apr-23	Trial End Date 1-Sep-23	Achieved?
Contracted Service Providers	Dental, Physio, Hair	2022 Survey Results	Aggregate score of family physio score (66%), resident haircare score (57%), and consolidated dental score (57%). Aggregate score = 154	Aggregate score >240	An unusually high number of respondents responded "Neutral" on these particular questions. A deeper investigation determined that none of our resident respondents use our dental provider because they all have dentures. Similarly, 33% of families responded with "Neutral" when asked about Physio services while most residents don't receive Physio. Our change idea is to add an "N/A" option on the survey for those that don't use the services. This will allow us to calculate the percentage of positive scores among the group who do use the services. Since this survey was circulated, we've on-boarded a new hairdresser, and built a new salon in-house. Both are getting great reviews.	1-Feb-23	1-Sep-23	
Improve workplace satisfaction (communication amongst team members and reducing violence and harassment)	All	Aggregate scores for questions 4 & 12 on the Staff Survey	128	Increase aggregate satisfaction by 10%, to 138.	There remains some uncertainty around the root cause of these scores. The first approach will be staff engagement at staff meetings, huddles, and town halls to seek input and suggestions. We will also encourage staff to speak up by talking to a co-worker, who can bring the issue forward to Management anonymously. We will also ramp up communication about the availability of our Staff EAP resources.	1-May-23	1-Sep-23	
Improve meal time satisfaction among family members.	Dietary	Aggregate family scores for questions 26 & 27	132	142 on interim food survey	Meal related questions showed very high satisfaction among residents, but less so among family respondents. Our Dietary Department will host evening tastings and seek input from families. At these same tasting sessions, Management will provide education to families around our funding and costs for food. This sessions will be followed up with an interim survey on dietary satisfaction.	25-May-23	1-Sep-23	