

Continuous Quality Improvement Rideaucrest Home 2025

Position Lead: Susan Ruttan Quality Assurance Advisor, sruttan@cityofkingston.ca,
613-530-2818 Ext: 4249

As follow-up to the Homes' Quality Improvement Plan (QIP) for 2024/25, we are excited to share the following:

One focus of the Home's QIP was to reduce the rate of Emergency Department (ED) visits. The Home planned to provide education to newly hired Registered Staff related to Medication safety with a goal of having 100% our newly hired registered staff complete this education. Unfortunately, the Home's avoidable ED visit rate rose from 21.84% to our current performance of 26.42%. We will continue to work to decrease this during this year's QIP.

Next the Home focused on customer experience. Our goal was to increase resident positive response rates to the following questions:

- 1) If I need help right away, I can get it- we were able to improve this from 56.9% up to 67.3% by implementing the following changes. We moved our call bell annunciator panel to a more prominent area and increased our staffing complements on all floors.
- 2) I am updated regularly about changes in my Home. Unfortunately, our survey changed this year and we have no data to compare this to. We did implement the following changes: new life enrichment program "News and Views" to provide updates and news to the residents in a timely manner and computer stations on each terrace for residents use to access our monthly newsletter as well as other information they may be interested in.

Additionally, The Home also focused on improving the quality indicator for residents triggering symptoms of delirium. We implemented the following changes: education on coding correctly and initiated a monthly meeting to review our residents in the coding process to ensure correct data inputting. This change idea resulted in very little change in our quality indicator for symptoms of delirium.

The Home has completed our current Quality Improvement Plan (QIP) for 2025/26 and we will be focusing on the following:

- Decreasing rate of emergency department visits
- Resident experience survey question: I am satisfied with the quality of care from doctor.
- Resident experience survey question: I feel my goals and wishes are heard and considered in my care
- Decreasing the number of residents with falls in our Home.

Please see our Quality Improvement Plan ([also link on this site](#)) for full details on these change ideas and our action plans.

The Home identified these focus areas for improvement thought feedback provided via Resident and Family surveys, Staff surveys, Professional Advisory Committee (PAC) meetings and continuous quality improvement committee (CQI) meetings. The survey results were reviewed with residents, families and staff from all departments when a collaborative meeting took place on March 19, 2025. During this meeting, ideas for improvements within the Home were shared, collected and explored. Our Resident and Family surveys were completed in the Fall of 2024 and the results of these surveys were shared with Resident Council on January 21, 2025, Family information session on January 30, 2025, with Families and Staff on March 19th at our Operational Planning Day, and posted on our bulletin board on February 13, 2025.