

Quality Improvement

Q1 Implementation Plan Update

Reporting Period: Q1 2026

Initiative Overview

Four strategic initiatives driving quality of life improvements in 2026

Person Directed Meal Service

Target: **56% → 61%**

On Track

Person Directed Recreation & Leisure

Target: **34% → 41%**

On Track

Skin Integrity Improvement

Target: **4.16% → 1.80%**

In Progress

Oral Care Improvement

Target: **50% reduction**

On Track

1 Person Directed Meal Service

Aim Statement

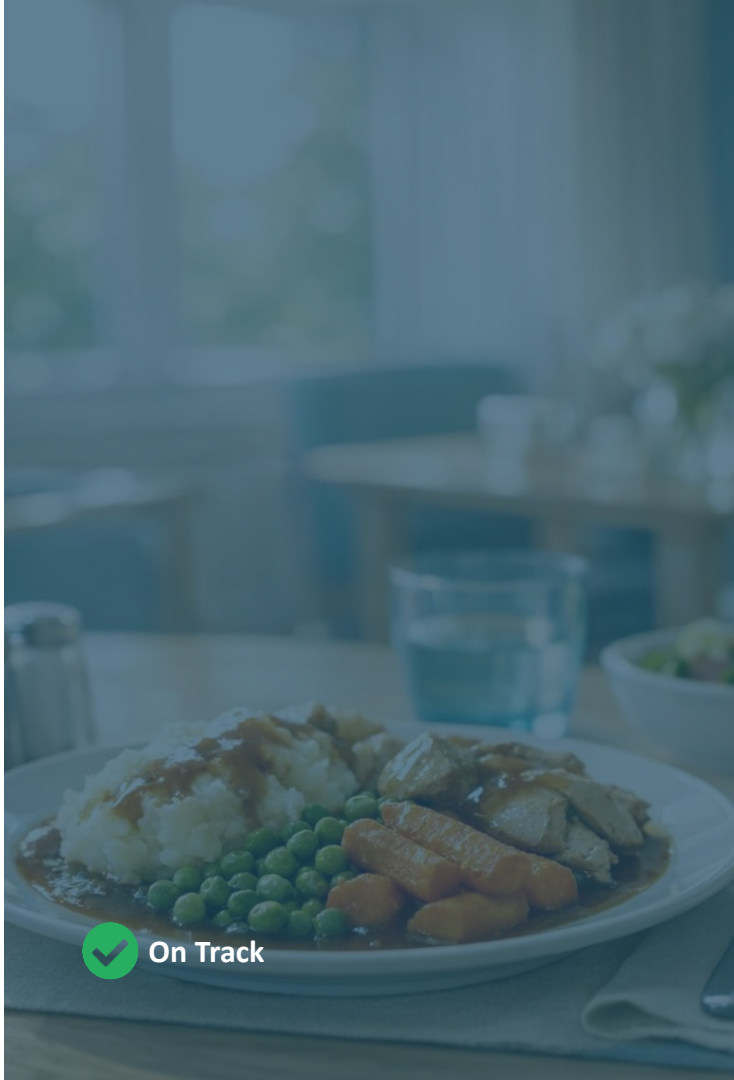
To enhance the mealtime experience and improve the Food & Meals Quality of Life indicator by increasing the overall average score from a 2025 baseline of 56% to 61% by the 2026 QOL survey cycle, representing a 5% improvement.

Q1 Planned Milestones

- Complete process mapping of the current mealtime experience at Carlow
- Develop and implement improvement actions using Plan-Do-Study-Act (PDSA) cycles
- Evaluate early PDSA results and refine practices with advisory committee oversight

Q1 Status Update

- Process mapping of the current mealtime experience in Carlow was completed as planned.
- The initiative is planned through 2027, allowing sufficient time to monitor outcomes, evaluate effectiveness, and adjust interventions as needed.





2 Person Directed Recreation and Leisure

Aim Statement

To increase resident satisfaction with recreation and leisure by improving Quality of Life survey results by 6%, raising the overall average score from 34% (2025) to 41% for the 2026 benchmark.

Q1 Planned Milestones

- Finalize the updated action plan
- Finalize the philosophy of person directed recreation and leisure in collaboration with the Residents' Council
- Complete a final audit in Q1 of the initial three trial houses, selected based on the lowest 2024 RHA scores

Q1 Status Update

- Finalize the updated action plan
- Finalize the philosophy of person-directed recreation and leisure with Residents Council

3 Skin Integrity Improvement

Aim Statement

To reduce internally acquired Stage 2–4 wounds among residents from 4.16% to 1.80% by the end of 2026, through enhanced wound prevention education for staff.

Q1 Planned Milestones

- Deliver wound prevention education to all evening and night shift Personal Support Workers (PSWs), facilitated by Best Practice experts

Q1 Status Update

- A Skin and Wound Subcommittee has been established, including SWAN nurses.
- Development and coordination of comprehensive wound prevention education for PSWs and registered staff is underway, laying the foundation for sustained improvement in resident skin integrity.





4 Oral Care Improvement

Aim Statement

To reduce resident refusals related to oral care by 50% by December 31, 2026.

Q1 Planned Milestones

- Research and identify clinically appropriate resources for staff oral care education
- Initiate planning for staff education sessions

Q1 Status Update

- Clinically appropriate resources were successfully identified and used to develop oral care education for staff.
- Education materials are now in place to support consistent practice and improved resident outcomes.

Summary for QIRM

Across all QI initiatives, Q1 focused on planning, process mapping, and foundational work. Milestones were largely achieved as expected, establishing strong infrastructure for implementation, evaluation, and sustained improvement throughout 2026–2027.