



# Year in Review 2023-24

## Celebrating the First Year of the Dr. Barrie Strafford Centre for Learning, Innovation and Quality

On September 26th, 2024, we celebrate an exciting milestone—the one-year anniversary of the Dr. Barrie Strafford Centre for Learning, Innovation, and Quality (CLIQ). It has been an incredible journey filled with bold ideas, groundbreaking initiatives, and unwavering dedication to improving the lives of those we serve.

As we look back, we are filled with pride in all that we've accomplished so far. Together, we are creating a brighter, better future for all. Let's take a moment to reflect on the highlights of this extraordinary year!



## Innovation: Pioneering the Future

From day one, innovation has been the beating heart of CLIQ. We set out to explore new horizons, challenge the status quo, and bring transformative ideas to life—and we have done just that! This year we have piloted seven new innovations including:



### Crdl Care Instrument

Crdl is an interactive device that fosters connection through touch and encourages moments of comfort, bonding, and emotional expression. It helps build trust and communication in a nurturing environment. It is a unique and innovative way for our residents, clients, families, and staff to connect with one another.



### Robotic Cleaning

Meet Whiz by Canon – an autonomous robot vacuum designed to elevate health and safety. Recently trialed at Cambridge Manor, Whiz allowed staff to focus on enhancing the quality and cleanliness of other areas in the building, ensuring a safer and more comfortable home for everyone.



### Muse Meditation Device

Muse is an exciting tool that combines advanced electroencephalogram (EEG) technology with mindfulness to enhance mental clarity, emotional balance, and cognitive strength. Through trials at four of our sites, we are exploring its benefits for staff and residents on stress reduction and relaxation.

But we are not stopping there! We are currently working on four additional innovation trials that are set to elevate our care to new heights:

### Ease of Charting

We are simplifying the documentation process, so our staff can spend more time with our residents and less time on paperwork.

### Support with Lifts

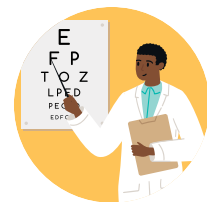
We are exploring advanced lift support systems that enhance safety and comfort for both residents and caregivers.

### AI for Families

We are developing AI-driven solutions to provide timely updates, strengthening the connection between care teams, residents and families.

## Research: Expanding the Boundaries of Knowledge

Research is the backbone of our commitment to excellence, and this year has been nothing short of remarkable. We have been at the forefront of nine active research projects across all of BSF's aging care sites and Heart Home Network, delving deep into areas that matter most to our communities.



This year we launched our first international research project with the Mona Ageing and Wellness Centre and the University of the West Indies in Jamaica. This collaboration is focused on improving eye health in the Carribean.



CLIQ Grand Opening, September 26, 2023

## Quality: Raising the Bar Every Day

Quality is not just a goal—it is our promise. Over the past year, we have introduced four new quality initiatives that are already making waves:

### Walking Programs

We are working on implementing walking programs at all five of BSF's aging care sites, promoting physical activity and overall well-being among our residents. Through these programs, we have seen increased mobility, better health outcomes, and a stronger sense of community.



### SPARQ QI Committees

Quality improvement is a continuous journey, and our Supportive Program for Advancing & Rethinking Quality (SPARQ) QI Committees are at the forefront of this effort. These committees will bring together front-line staff, clients and residents, families, and corporate team members from across our organization to identify areas for improvement, implement changes, and track progress.

## Data and Performance: Driving Excellence with Insight

In today's world, data is more than just numbers—it is the key to unlocking better care and smarter decisions. This year, we have made significant strides in harnessing the power of data to drive excellence:

### New Resident Safety App

Safety is our top priority, and our new resident safety app puts vital information at our fingertips. This innovative tool allows us to monitor safety in real-time, respond quickly to potential issues, and ensure that our residents are always in the best possible care.

### Power BI Dashboards

We have developed a suite of Power BI dashboards that provide instant insights into critical areas such as Incidents, F45, CIHI, and Census. These dashboards are empowering our teams with the information they need to make informed decisions, track progress, and continuously improve.

### New BSF Managed Database

Our new database is a game-changer, streamlining data management and ensuring that we have access to accurate, up-to-date information at all times. This is about more than just efficiency—it is about ensuring that every decision we make is based on the best possible information.

In addition to these innovations, we have conducted five internal surveys—including resident, family, and staff Pulse surveys—to ensure we're always listening, learning, and adapting to the needs of our community.

# Tools and Frameworks: Building for Success

Behind every great project is a solid foundation of tools and frameworks, and this year we have been busy building just that:

## Drumming Toolkit

We developed a Drum Circle Toolkit to create a framework that will help other assisted living and long-term care homes, as well as other community partners and organizations implement drumming circle programs into their Therapeutic Recreation programming.

## Research, Innovation & Quality Processes

We have developed processes to help ensure that every project we undertake aligns with our strategic goals. These processes help us prioritize projects, allocate resources effectively, and measure success through pre- and post-evaluation frameworks.

## QI Frameworks & Tools

Quality improvement is at the core of what we do, and we have developed robust frameworks and tools to guide our efforts. These resources ensure that every initiative is designed with the highest standards in mind and that we are always striving for excellence.

# Thought Leadership: Sharing Our Insights

Our commitment to knowledge does not stop at innovation and research. This year, we have made it a priority to share our insights and expertise with the wider world:



We have written over 19 literature reviews on a wide range of topics, from Workers' Compensation Board trends in healthcare to intergenerational housing and the retention of physicians in long-term care. These reviews are more than just academic exercises - they are contributions to the global conversation on improving care and quality.

# Partnerships and Collaboration: Expanding Our Reach

Collaboration is at the heart of innovation, and this year we have forged over 20 new industry partnerships - locally, nationally, and internationally. These partnerships are more than just alliances; they are opportunities to learn, grow, and achieve more together.

We are proud to have secured three new funding partners who share our vision and are committed to supporting our mission. Their support is a testament to the value of the work we are doing and the impact we are making.

Our team has also been active on the national stage, speaking at four national conferences and participating in over six external innovation/quality/research committees and 10 internal committees. Through these engagements, we are not just sharing our successes - we are learning from others, staying at the forefront of industry trends, and continuously pushing the boundaries of what is possible.

