



Eden Gardens

Accredited with Exemplary Standing

May 2019 to 2023

Eden Gardens has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement. It is accredited until May 2023 provided program requirements continue to be met.

Eden Gardens is participating in the Accreditation Canada Qmentum accreditation program. Qmentum helps organizations strengthen their quality improvement efforts by identifying what they are doing well and where improvements are needed.

Organizations that become accredited with Accreditation Canada do so as a mark of pride and as a way to create a strong and sustainable culture of quality and safety.

Accreditation Canada commends **Eden Gardens** for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.

Eden Gardens (2019)

Eden Gardens is a compassionate dementia care home for 130 full-time residents in Nanaimo, supporting an additional 150 people from the community who attend our Day Programs and Community Bathing Programs on a monthly basis.

Eden Gardens has been providing quality care since 1979, when it began operating as Nanaimo Travellers Lodge. In 2008 the Society adopted the Eden Alternative® Philosophy of care, focussing on alleviating the three plagues most often associated with dementia: boredom, loneliness, and helplessness. We moved into our new home Eden Gardens in April 2017. It is a purpose built home that takes into account the best practices to benefit people living with dementia.

Accreditation Canada

We are independent, not-for-profit, and 100 percent Canadian. For more than 55 years, we have set national standards and shared leading practices from around the globe so we can continue to raise the bar for health quality.

As the leader in Canadian health care accreditation, we accredit more than 1,100 health care and social services organizations in Canada and around the world.

Accreditation Canada is accredited by the International Society for Quality in Health Care (ISQua) www.isqua.org, a tangible demonstration that our programs meet international standards.

Find out more about what we do at www.accreditation.ca.

Demonstrating a commitment to quality and safety

Accreditation is an ongoing process of evaluating and recognizing a program or service as meeting established standards. It is a powerful tool for quality improvement. As a roadmap to quality, Accreditation Canada's Qmentum accreditation program provides evidence-informed standards, tools, resources, and guidance to health care and social services organizations on their journey to excellence.

As part of the program, most organizations conduct an extensive self-assessment to determine the extent to which they are meeting the Accreditation Canada standards and make changes to areas that need improvement. Every four years, Accreditation Canada surveyors, who are health care professionals from accredited organizations, visit the organization and conduct an on-site survey. After the survey, an accreditation decision is issued and the ongoing cycle of assessment and improvement continues.

This Executive Summary highlights some of the key achievements, strengths, and opportunities for improvement that were identified during the on-site survey at the organization. Detailed results are found in the organization's Accreditation Report.

On-site survey dates

May 1, 2019 to May 3, 2019

Locations surveyed

- **1 location** was assessed by the surveyor team during the on-site survey. Locations and sites visited were identified by considering risk factors such as the complexity of the organization, the scope of services at various sites, high or low volume sites, patient flow, geographical location, issues or concerns that may have arisen during the accreditation cycle, and results from previous on-site surveys. As a rule, sites that were not surveyed during one accreditation cycle become priorities for survey in the next.
- All sites and services are deemed **Accredited with Exemplary Standing** as of the date of this report.

See **Appendix A** for a list of the locations that were surveyed.

Standards used in the assessment

- **5 sets of standards** were used in the assessment.

Summary of surveyor team observations

These surveyor observations appear in both the Executive Summary and the Accreditation Report.

During the on-site survey, the surveyor team undertook a number of activities to determine the extent to which the organization met the accreditation program requirements. They observed the care that was provided; talked to staff, clients, families and others; reviewed documents and files; and recorded the results.

This process, known as a tracer, helped the surveyors follow a client's path through the organization. It gives them a clear picture of how service is delivered at any given point in the process.

The following is a summary of the surveyor team's overall observations.

Nanaimo Traveller's Lodge (NTL) has undergone a complete transformation since the last Accreditation survey in 2015, transitioning to a new building on 4.9 acres of land, and changing their name to Eden Gardens. Eden Gardens was officially completed on April 3, 2017. Staff, along with 90 residents, moved into the new building on April 28th, 2017 with the help of a bus from a community partner organization. An additional 40 beds were filled by the end of May 2017. Approximately 120 additional staff members were recruited. With the new building, the two adult day programs have the capacity to accept 160 community members with a diagnosis of dementia each month. A community bathing program was also recently added.

The new home is designed to provide dementia care under the Eden Philosophy. According to their website, Eden Gardens is reflected as a: "Two-story, wood framed building that features communities and neighborhoods, courtyards and meeting spaces, all the while offering a secure, safe environment for Elders and their families. Public and private areas are designed to promote both independence and connections for Elders. Resident rooms boast a private 3-piece bathroom and fully furnished bedroom complete with flat screen TV. Dining takes place within the neighbourhoods to create a homey environment where elders can assist with setting the tables and enjoy their family mealtimes. Each neighborhood has large windows with views of the gardens, while main floor living accesses the outdoors, the upstairs residences have atriums to enjoy. A family room with large screen TV is a gathering place for socializing and entertainment, and for those looking for a quieter space, each neighborhood has a quiet area with seating in front of the fireplace." The neighborhoods are individualized with unique colours at each entrance. Handmade quilts hang on walls. A talented volunteer has mounted photographs of elders, their family members, and employees on each floor.

The board of directors is comprised of a group of skilled, passionate, and caring individuals. Many are Rotarians that sit on several other boards in the community. The board is well-versed in the Eden Philosophy and has supported the organization with their time and talents to assist in fundraising for the new building and its programs. Many of these individuals are returning board members. The board, along with senior leadership, complete a Strategic Plan that is reviewed yearly and forms the basis of the operational plans.

The organization has a very positive reputation in the community. In the two years that it has been open, they have attracted approximately 55 volunteers, many of which donate hours weekly. Volunteers feel that they are kept well-informed and that they receive information in a timely manner via email. The community partners who attended the community partners' focus group were very positive about the leadership and care being provided. One community partner stated that this is her "favorite place" in the seniors' care world in the Central Island. All partners feel well-informed by Eden Gardens. They feel that leaders are easy to communicate with. Notification of staff changes is one area that could be improved upon (e.g. hiring of the CEO). One community partner stated that she feels that the Eden Philosophy has given the organization an accountability framework that is visible. Community partners are aware of the "Purple Dot" that identifies elders with a potential for aggressive behaviour.

Eden Gardens has seen a few changes in leadership since 2015, including the recruitment of new "Chief Motivator" (CEO) and Director of Care (DOC). The DOC has implemented several innovative quality improvement initiatives since she started three years ago. These two key leadership positions often drive the culture in a care home of this size. The leadership team also includes seasoned leaders from the organization with a knowledge of history and evolution which provides continuity and understanding for change processes. Human Resource (HR) management has been a challenge in this time of growth and expansion. A newly hired HR practitioner is helping to set up systems to support personnel management.

The employees who were interviewed appear to be adjusting to their new place of employment. Some felt that the move was challenging and miss the way things were at the old building. Nevertheless, staff feel that they work for a good employer and that they are treated with respect. The employees are represented by two unions, the British Columbia Nurses' Union and the Hospital Employees Union. The staff are supported by a robust Occupational Health and Safety Program and by an Employee and Family Assistance Program. Several events and initiatives held each year to help staff to feel appreciated and cared for. The employees state that they "love working with the elders".

Eden Gardens is respected by the community and seen as a leader in the provision of compassionate dementia care. The unique programs they provide allow them to specialize in a field that is much needed in the community. The Eden Philosophy is integrated into the design of the building and the programs. Specialized therapies such as art therapy, horticulture, music therapy, drama, and pet therapy, enhance the living experience of residents. The board ensures that these programs are supported through community fundraising.









Residents are difficult to formally survey, therefore the organization relies on feedback from family members to determine if their residents are receiving quality care and services. As much as possible, the staff follow the residents' guidance about what they want to do and when they want to do it. Volunteers stated that they believe that the quality of care provided is "second to none" in the community. Volunteers expressed the desire to give back to the organization that cared for their loved ones when they were living at Eden Gardens, and believe that the organization provides residents with a "life worth living" even with dementia.

Overview: Quality dimensions results

Accreditation Canada uses eight dimensions that all play a part in providing safe, high quality health care.

These dimensions are the basis for the standards, and each criteria in the standards is tied to one of the quality dimensions.

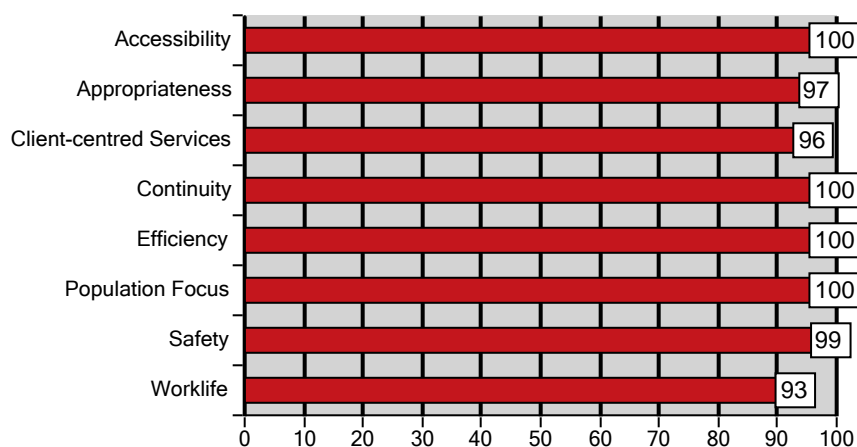
The quality dimensions are:

	Accessibility:	Give me timely and equitable services
	Appropriateness:	Do the right thing to achieve the best results
	Client-centred Services:	Partner with me and my family in our care
	Continuity:	Coordinate my care across the continuum
	Efficiency:	Make the best use of resources
	Population Focus:	Work with my community to anticipate and meet our needs
	Safety:	Keep me safe
	Worklife:	Take care of those who take care of me

Taken together, the dimensions create a picture of what a high quality health care program or service “looks like.” It is easy to access, focused on the client or patient, safe, efficient, effective, coordinated, reflective of community needs, and supportive of wellness and worklife balance.

This chart shows the percentage of criteria that the organization met for each quality dimension.

Quality Dimensions: Percentage of criteria met



Overview: Standards results

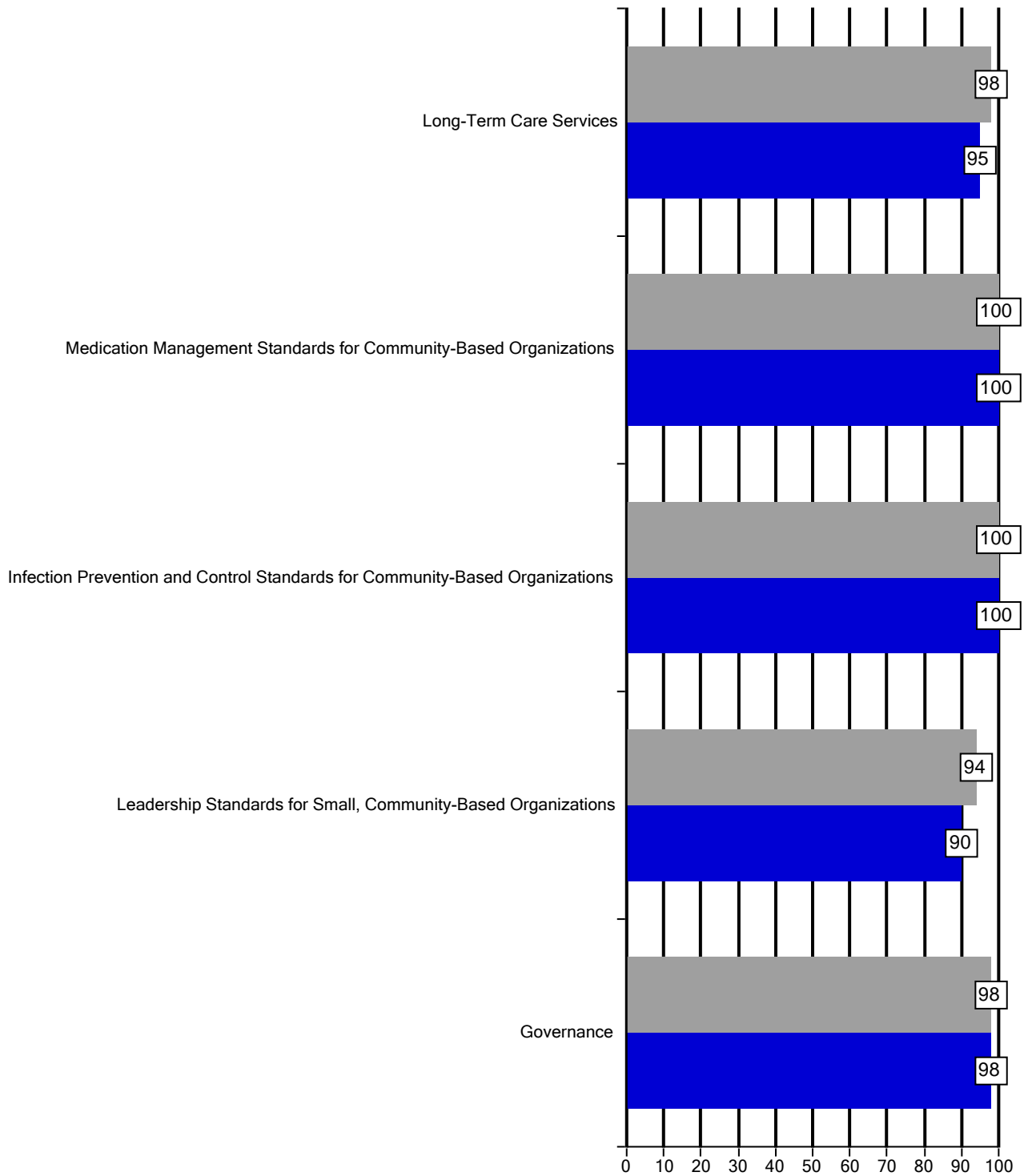
All of the standards make a difference to health care quality and safety. A set of standards includes criteria and guidelines that show what is necessary to provide high quality care and service.

Some criteria—specifically those related to safety, ethics, risk management, or quality improvement—are considered high priority and carry more weight in determining the accreditation decision.

This chart shows the percentage of high priority criteria and the percentage of all criteria that the organization met in each set of standards.

Standards: Percentage of criteria met

High priority criteria met Total criteria met



Overview: Required Organizational Practices results

Accreditation Canada defines a Required Organizational Practice (ROP) as an essential practice that must be in place for client safety and to minimize risk. ROPs are part of the standards. Each one has detailed tests for compliance that the organization must meet if it is to meet the ROP.

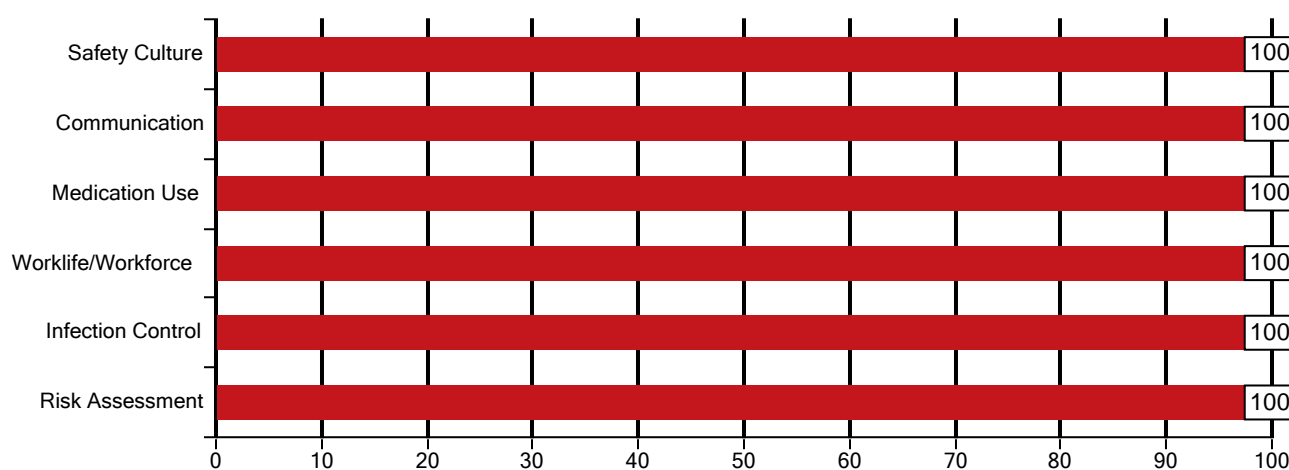
ROPs are always high priority and it is difficult to achieve accreditation without meeting most of the applicable ROPs. To highlight the importance of the ROPs and their role in promoting quality and safety, Accreditation Canada produces the Canadian Health Accreditation Report each year. It analyzes how select ROPs are being met across the country.

ROPs are categorized into six safety areas, each with its own goal:

- **Safety culture:** Create a culture of safety within the organization
- **Communication:** Improve the effectiveness and coordination of communication among care and service providers and with the recipients of care and service across the continuum
- **Medication use:** Ensure the safe use of high-risk medications
- **Worklife/workforce:** Create a worklife and physical environment that supports the safe delivery of care and service
- **Infection control:** Reduce the risk of health care-associated infections and their impact across the continuum of care/service
- **Risk assessment:** Identify safety risks inherent in the client population

See **Appendix B** for a list of the ROPs in each goal area.

ROP Goal Areas: Percentage of tests for compliance met



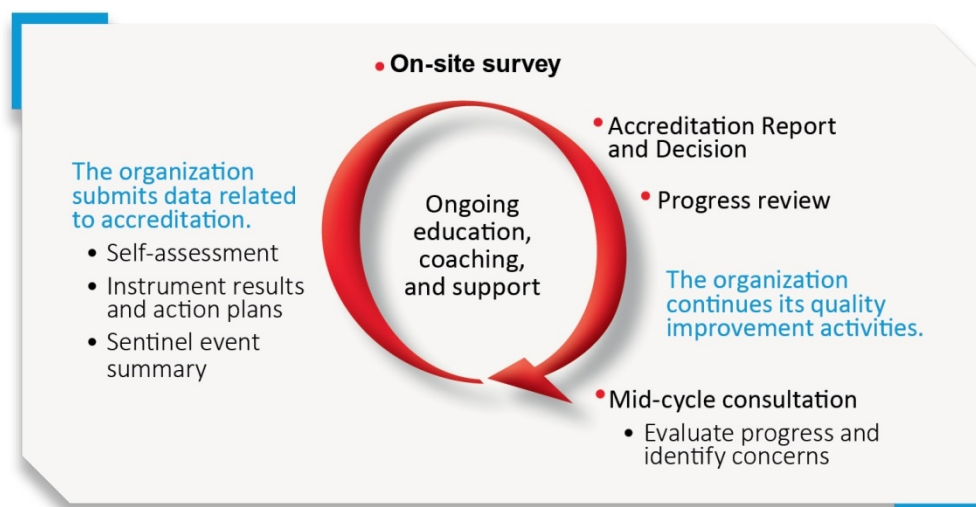
The quality improvement journey

The Qmentum accreditation program is a four-year cycle of assessment and improvement, where organizations work to meet the standards and raise the quality of their services. Qmentum helps them assess all aspects of their operations, from board and leadership, to care and services, to infrastructure.

The program identifies and rewards quality and innovation. The time and resources an organization invests in accreditation pay off in terms of better care, safer clients, and stronger teamwork. Accreditation also helps organizations be more efficient and gives them structured methods to report on their activities and what they are doing to improve quality.

In the end, all Canadians benefit from safer and higher quality health services as a result of the commitment that so many organizations across the country have made to the accreditation process.

Qmentum: A four-year cycle of quality improvement



As **Eden Gardens** continues its quality improvement journey, it will conduct an in-depth review of the accreditation results and findings. Then a new cycle of improvement will begin as it incorporates any outstanding issues into its overall quality improvement plan, further strengthening its efforts to build a robust and widespread culture of quality and safety within its walls.

Appendix A: Locations surveyed

- 1 Nanaimo Travellers Lodge Society O/A Eden Gardens

Appendix B

Required Organizational Practices

Safety Culture

- Accountability for Quality
 - Patient safety incident disclosure
 - Patient safety incident management
 - Patient safety quarterly reports
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Communication

- Client Identification
 - Information transfer at care transitions
 - Medication reconciliation as a strategic priority
 - Medication reconciliation at care transitions
 - The “Do Not Use” list of abbreviations
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Medication Use

- High-Alert Medications
 - Narcotics Safety
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Worklife/Workforce

- Patient safety plan
 - Patient safety: education and training
 - Preventive Maintenance Program
 - Workplace Violence Prevention
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Infection Control

- Hand-Hygiene Compliance
 - Hand-Hygiene Education and Training
 - Infection Rates
 - Reprocessing
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Risk Assessment

- Falls Prevention Strategy
 - Pressure Ulcer Prevention
 - Suicide Prevention
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