Quality Improvement Newsletter October, 2026



Finlandia Village
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sudbury finnish rest home society incorporated

Hello, I am the Director of Assisted Living/ Quality Lead at Finlandia Village and the team lead for our Continuous Quality Improvement Committee. This newsletter, will highlight the "Pain" and "Worsening Pain" indicators.



Each quarter, the *Canadian Health Institute for Health Information* (CIHI) compares Finlandia Nursing Home performance indicators versus the National Standards. A **green indicator** symbolizes Finlandia has exceeded the Provincial average. Results cover the period (2026 Q2) July to Sept 2026.

- **Worsening Depression** 20.2% vs 21.0%
- **Restraints** 0% vs 4.2%
- Improved physical function 28.4% vs 31.1%
- Worsened Physical Function 50.8% vs 33.8%
- Falls 28.9% vs 16.9%
- Antipsychotics 31.1% vs 21.3%
- Worsening Pressure Ulcer 4.0% vs 2.7%
- Worsening Pain 10.3% vs 9.9%
- **Pain** 2.2% vs 6.1%

PAIN AND SYMPTOM MANAGEMENT PROGRAM:

- Pain is whatever the Resident experiencing it says, it is and not what others think it should be. Pain may be acute, chronic, breakthrough, incident or neuropathic. Finlandia Nursing Home recognizes the right of each Resident to pain assessment and management appropriate to their age and condition. Pain related education is provided with the goal that staff have a working knowledge of the principles of pain assessment and management and is able to work collaboratively as a interdisciplinary team to provide optimal pain management.
- Residents with dementia may not be able to express pain normally and may communicate through non-verbal gestures such as fidgeting, restlessness, withdrawal, frowning, grimacing, guarding, rubbing, holding the painful body part, crying, shouting and/or groaning. Treatments include assessment tools, specialty bed surfaces, cold/warm compresses pharmacological methods, rehabilitation approach, topical rubs, positioning, pressure relieving devices and/or massage.

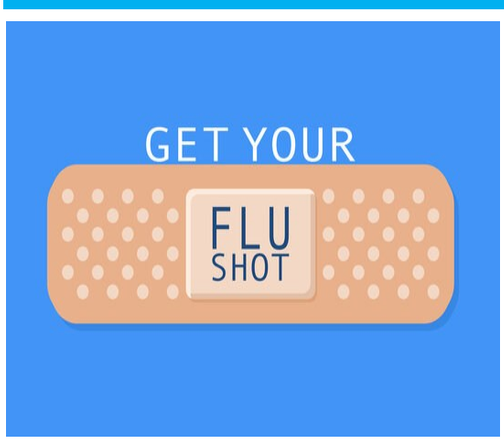
COMPLAINT PROCESS

Finlandia Village welcomes feedback, concerns, and complaints from Residents, families, staff, volunteers, students, contractors and visitors. Our policy provides a fair framework without being discouraged, retaliated, discriminated or intimidated brining forward a complaint, a concern, providing information and/or participating in an investigation.

Verbal complaints: are followed up by the receiver of the complaint. If it is not resolved within 24 hours, it will be documented in the Resident's progress notes, including the concern, date received, actions taken, resolution and any follow-up provided.

Written complaints: are sent to the appropriate manager for investigation, and receipt will be acknowledged promptly. **Complaints alleging harm or risk to a Resident must be reported immediately to the Ministry of Long-Term Care**. A written response shall be provided with 10 business days explaining the actions taken or why the complaint could not be resolved. All complaints are recorded, reviewed regularly, and used for quality improvement purposes. A drop box is located in the Hoivakoti front lobby. Forms can be found in each nursing station or front reception and Resident Satisfaction Surveys are available at the front reception.

Infection Prevention & Control Corner



Infection cases in the Nursing Home:

	April to June	July to September
Respiratory	34	3
Gastrointestinal	1	2
Urinary Tract	7	2
Eye / Skin	10	15
Other	5	4

Quarterly Hand Hygiene Compliance Rate:
July to September: 66%, Goal: 70%

EDUCATIONAL OPPORTUNITY: **Julia Galic, Nurse Practitioner, will be providing 1:1 education sessions on Diabetes for registered staff. Please remember to complete your annual Surge Learning education. Stay tuned for education opportunities.**

INTERNATIONAL WORD OF THE WEEK IS *FALL*

- Finnish: **Syksy**
- Spanish: **Otoño**
- Korean: 가을 **(gaeul)**
- Italian: **Autunno**
- Indonesian: **Musim Gugur**
- French: **Automne**
- Punjabi:ਪਤਝੜ **(patajhaṛa)**
- Russian: **осень (osen')**
- Afrikanns: **Herfs**

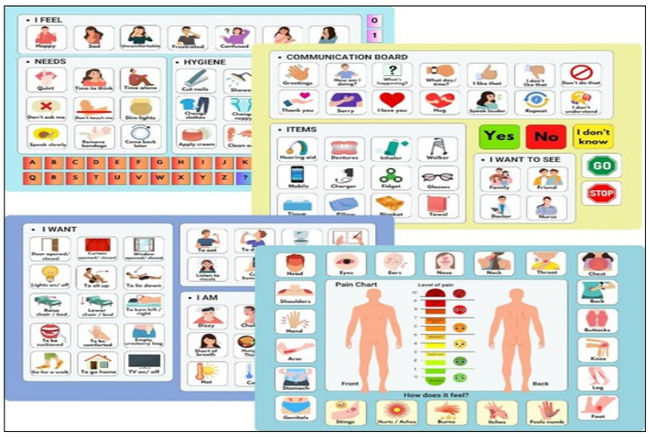
Hi everyone! My name is Paula Ross. I graduated from Toronto Metropolitan University with a Bachelor of Applied Science in Nutrition and Food and a minor in Family Supports and Community Practice in 2011. In 2013, I completed my Master of Applied Nutrition at the University of Guelph. For the past 12 years, I've worked as a Public Health Dietitian at Public Health Sudbury & Districts. I'm excited to be returning to long-term care. I have always valued the opportunity to build meaningful relationships with resident, and I believe nutrition plays an important role in helping people maintain their health, independence, and quality of life. Outside of work, I am a mom to two wonderful girls. Despite being a dietitian, my biggest challenge is coming up with easy meals for my girls to enjoy. If you have any favorite kid-friendly recipes or meal ideas, I'd love to swap recipes and tips! You can reach me at **ext. 214 or email me at pross @finlandiavillage.ca**

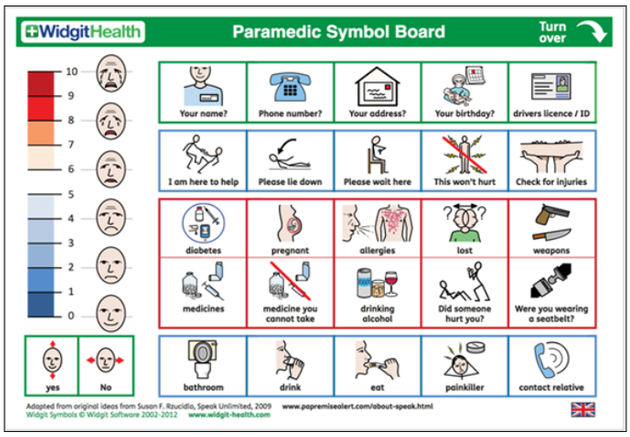




SAFETY REMINDERS: Hallways and resident doorways must be kept clear of carts, equipment, and other objects when not in use. This helps prevent trips, falls, and other injuries. The tops of resident wardrobes must be kept free of all items and stored in a safe location. If you notice a safety hazard, please report it promptly so that appropriate action can be taken to help keep residents, staff, and visitors safe.







As part of our ongoing commitment to providing person-centered care, we are pleased to introduce **Dementia Communication Aids.** These innovative tools are designed to support meaningful communication with Residents living with dementia, helping them express their needs, preferences, emotions, and choices when words may be difficult to find. By reducing communication barriers, these aids help promote dignity, independence, and emotional well-being. They also support staff, families, and volunteers in building stronger connections with Residents, leading to more positive interactions and individualized care.

Finlandia Village has a Health and Safety Committee. The Joint Health and Safety Committee (JHSC) plays an important role in helping create and maintain a safe, healthy, and respectful workplace for everyone. Committee members work together with employees and management to identify potential hazards, review workplace safety concerns, recommend improvements, participate in workplace inspections and investigations, and promote health and safety awareness throughout the organization. We encourage employees to consider joining the JHSC and becoming an active voice in workplace safety**.** Your experience, ideas, and perspective can help make a meaningful difference in creating a safer workplace for your coworkers, residents, and visitors. If you are interested in contributing to a safer workplace, we would welcome your participation on the JHSC. **Please Contact Todd Dubreuil at ext. 271 or email tdubreuil@finlandiavillage.ca**

