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January 2025

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Intercare Corporate Group Inc. - "The Heart of Excellence"



Intercare's Core Commitments

Our '**CORE COMMITMENTS**' (outlined below) are more than just words to us. They define how we work, how our performance is measured, how you can expect to be treated and how you should treat others.

Our **VISION:**
"Heart of Excellence" - To be recognized as the first choice provider of continuing care services.

Our **PURPOSE:**
 To maintain dignity, offer choice, support growth and honour to those we serve.

Our **VALUES:**
Respect: Honouring each other as individuals.
Compassion: Responsive to the needs of others-sharing joy, laughter and tears.
Commitment: Responsible and accountable for the safety and quality of services we provide.
Ethics: Conduct based on integrity, openness and trust.
Service: Recognizing that every interaction leaves a lasting impression.



World Cycling Championship for Seniors

'Road Worlds for Seniors' is the only global indoor cycling championship for seniors and people with dementia. Each year, thousands of cyclists from nursing homes, day care centers and senior centers participate in these global indoor cycling events.

This year, residents at our Chinook Care Centre competed in one of the largest global indoor sporting events for seniors! The event (titled: 'World Cycling Championship for Seniors') took place between October 7 - November 1, 2024 and involved 6,913 cyclists from ten (10) different countries across the globe! 72 of the 6,913 cyclists participating in this event were residents from our very own Chinook Care Center!

We are thrilled to report that Chinook Care Centre's resident cycling team ranked third (3rd) in Canada and eight (8th) overall globally, out of 150 teams!

A link to the website is provided here for interest and viewing: <https://motiview.ca/home-page-rws>

RANK	TEAM	DIST.
1.	Old but gold Helssetunet Dypedaläsen, Hvaler	34 873.0 km
2.	Slow Speed Demons, Moss Vale Moss Vale - Harbison	33 513.8 km
3.	Villa Bruyere Bruyere Village/Villas	17 056.1 km
4.	Elder Explorers Ivan Franko Retirement Residence	15 959.9 km
5.	Slow Speed Demons, Burradoo Burradoo - Harbison	13 519.3 km
6.	Tour De Friends South Kartelia - Department K7	11 544.8 km
7.	Team Voss SS Stiftelsen Sosialbygget, Voss	11 269.5 km
8.	Chinook Rehab Rockets Chinook Long Term Care Home	10 593.6 km



Quality improvement projects allow clinicians, working within a team, to identify an issue and implement interventions that can result in true improvements in quality. Intercare's Directors of Care (DOCs) and Clinical Team Leaders (CTLs) lead quality improvement projects at their respective sites, based upon resident needs at each of the sites. This Newsletter will highlight and detail those projects.

Brentwood Care Centre Quality Projects

Long Term Care

- ♥ Decrease the number pressure ulcers by 25%.
- ♥ Prevent aggressive incidents by decreasing repetitive aggressive behaviours.
- ♥ Improve Health Care Aides' (HCAs') understanding of Point of Care (POC) documentation and, through that, improve accuracy of POC documentation.
- ♥ Decrease the number of resident falls by 25%

Behavioral Support Unit (BSU)

- ♥ Decrease the incidence of missed documentation and documentation errors by staff by 50% over the next twelve (12) months.

Chinook Care Centre Quality Projects

Long Term Care

- ♥ Decrease number of resident falls (falls without injury) by 25%.
- ♥ Reduce the number of resident falls by 15% in the next 3 months and by 20% in the 4th month.
- ♥ Reduce resident falls by 50% (focusing on evening shifts).
- ♥ Reduce use of chemical restraints by 10%.

Complex Dementia Care (CDC) Unit

- ♥ Decrease the number of fall incidences (target group: repeat fallers).

Hospice

- ♥ Improve and maximize skin health for End of Life (EOL) Hospice patients.

Southwood Care Centre Quality Projects

Long Term Care

- ♥ Work with attending physicians to complete overdue and upcoming physician assessments.
- ♥ Improve documentation on aggressive incident tracking sheets to ensure all behaviours are documented.
- ♥ Keep number of falls at 10 or less per month on the Bonavista Unit.
- ♥ Decrease number of resident falls by at least 50% (target group: non-repeat fallers).

Special Care Unit

- ♥ Monthly Maintenance Record (Monthly Summary Assessment) to be completed for all residents on chemical restraint / antipsychotics.

Hospice

- ♥ Improve HCA compliance with the signing of Medication Administration Records (MARs) by 50% over the next 9 months.

Kingsland Terrace Supportive Living Quality Project

- ♥ To create a collaborative approach in which inter-professional teams work together, in partnership with residents and families to achieve optimal health outcomes.

