

MAPLE VILLA LONG TERM CARE CENTRE

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APPROVED BY: ADMINISTRATOR
SIGNATURE: Barb Goetz
TO: ALL STAFF
SUBJECT: CONTINUOUS QUALITY IMPROVEMENT PROGRAM POLICY

PURPOSE:

1. Quality improvement is the systematic approach that is guided by data to improve the quality and safety of our care and services for our residents; QI focuses on care that is safe, timely, effective, efficient, equitable, and resident-centered.
2. It is a quality management process that encourages all health care team members to continuously ask:
 - "How are we doing?" and
 - "Can we do it better?"
3. To ensure standards of care and services comply with all legislated requirements and Accreditation Canada.

POLICY:

In order to demonstrate a consistent endeavor to deliver high quality care and service, a *CONTINUOUS QUALITY IMPROVEMENT (CQI)* program shall be established and maintained. This multidisciplinary program, coordinated by the administrator shall ensure operational goals and objectives are established and assess procedures necessary for the continuous monitoring and achievement of these goals, and where deficiencies are identified, propose improvements in order to attain them.

All quality improvement activities shall be documented and communicated.

Risk Management is a quality control component of the *CONTINUOUS QUALITY IMPROVEMENT PROGRAM*. It shall be comprehensive and organized in order to protect the physical and emotional well being of the residents, families, volunteers, service providers, and staff and to safeguard the legal and financial assets of the home. The program indicators/outcomes shall be monitored by the CQI Committee on a quarterly basis.

The CQI Committee shall be comprised of the following:

- Administrator
- Director of Care
- Medical Director
- Pharmacist
- All Department Supervisors/Managers
- Front line Representation from the staff for all departments/disciplines (PSW, Dietary, Environmental)
- Restorative Care Worker
- Member of Residents' Council
- Member of Family Council
- Registered Dietitian
- Social Service Worker
- Clinical Manager

Representative from each staff level participation is necessary, in order to bring the workforce into the decision-making process on issues affecting quality of life for resident care/service, and employees' quality of life in the workplace.