

Leamington Mennonite Home
Long Term Care

**QUALITY & RISK MANAGEMENT
POLICY AND PROCEDURE**

CATEGORY: Quality Management	SUBJECT: Annual Operational Planning	SECTION: A POLICY: 4
DATE: July 12, 2022	Administrator's Signature: _____	

ANNUAL OPERATIONAL PLANNING

POLICY:

All Home will develop a site-specific operational plan, based on the Support Services Operational Plan, including input from residents, staff, and other stakeholders.

PROCEDURE:

The Support Services Team will:

- 1) Determine the Long Term Care division's Operating plan based on the organization's strategic plan, current projects, and external sector activities.
- 2) Share the Long Term Care Operating Plan with the QRM Lead, from which the Home operational plan will be built.

The QRM Lead will:

- 1) Work with the RVP, LTC Operations to review and determine operational priorities based on the LTC Operating Plan to establish the annual Home operating plan.
- 2) Seek input / feedback from residents and staff prior to the Operational Planning session regarding the operation of the department. This input can be received through focus groups, staff/resident meetings, and/or written questionnaires or feedback surveys.
- 3) Take these suggestions, as well as any suggestions they have developed on their own, to the Operational Planning session.
- 4) Consolidate the goals and objectives related to all departments that are discussed during the Operational Planning process.
- 5) Discuss with staff, residents, families, and community partners as applicable.
- 6) Review objectives on a monthly basis to monitor progress made and redirect activities as necessary.

Each Departmental Manager will:

- 1) Establish a plan for their department to deliver objectives based on the Home annual operating plan.
- 2) Review objectives on a monthly basis to monitor progress made and redirect activities as necessary.

- 3) Report on the progress of their departmental projects based on the operating plan to Leadership & Quality.