

Leamington Mennonite Home
Long Term Care

**QUALITY & RISK MANAGEMENT
POLICY AND PROCEDURE**

CATEGORY: Quality Management	SUBJECT: Quality Management Program	SECTION: A POLICY: 1
DATE: July 12, 2022	Administrator's Signature: _____	

QUALITY MANAGEMENT PROGRAM

POLICY:

The Home will have an overall Quality Management Program which is based on an integrated quality framework. Risk and key performance indicators are analyzed along with subsequent quality improvement initiatives related to the Home on an ongoing basis, as well as the annual goals and objectives developed in the strategic plan.

PROCEDURE:

The Quality & Risk Management Lead will:

- 1) Assume accountability for the quality management program.
- 2) Review key performance indicators monthly at the Leadership Meeting.
- 3) Review MOHLTC/RHA, MDS, HQO, Human Resources, and Financial Quality indicators on a quarterly basis.
- 4) Utilize and support the education of the Quality Management Resource Guide.
- 5) Coordinate and monitor quality improvement activities in the Home based on risk and priority.
- 6) Develop the Annual Operating Plan with departmental managers based on the analysis of outcomes from key quality indicators (MDS, MOHLTC/RHA, LHIN, HQO, Human Resources, Financial) and the strategic plan.
- 7) Modify the Operating Plan following the Strategic Planning process to incorporate new goals/objectives as applicable.
- 8) Monitor completion of assigned Quality Improvement activities in each department monthly during the Leadership and Quality Management Committee.
- 9) Monitor the sharing of quality information to direct care team and other stakeholders.
- 10) Report to the Residents' & Family Council quarterly on the Home's quality improvement programs related to the accommodation, care, services, programs, and goods provided to residents.