

Leamington Mennonite Home
Long Term Care

**QUALITY & RISK MANAGEMENT
POLICY AND PROCEDURE**

CATEGORY: Quality Management	SUBJECT: Organizational Scorecard	SECTION: A POLICY: 2
DATE: July 12, 2022	Administrator's Signature: _____	

ORGANIZATIONAL SCORECARD

POLICY:

Organizational Quality Indicators are developed in alignment to the Strategic Plan. These indicators monitor quality performance and identify opportunities for improvement according to the pillars of Growth Strategy, Our Team, Resident Experience, and Support Services.

The Home will record and monitor key performance indicator results monthly, complete analysis, report on variances, and set up improvement projects as required.

PROCEDURE:

The QRM Lead will:

- 1) Ensure all designated managers will collect data in accordance with the key performance indicator scorecard determined in January each year.
- 2) Review departmental indicators monthly at the Leadership & Quality Management Committee.
- 3) Ensure an annual indicator review is completed to inform the operational plan in the Home for the upcoming planning year.
- 4) Ensure indicator outcomes are communicated monthly at appropriate departmental, management team, Residents' Council, and Family Council meetings.