

Leamington Mennonite Home
Long Term Care

**QUALITY & RISK MANAGEMENT
POLICY AND PROCEDURE**

CATEGORY: Departmental Quality Reviews	SUBJECT: Quality Review Process	SECTION: M POLICY: 1
DATE: July 12, 2022	Administrator's Signature: _____	

QUALITY REVIEW PROCESS

POLICY:

The Operations & Quality processes of each Home will be evaluated annually (at a minimum) through a collaborative process. The Quality Review Worksheet will be utilized to conduct onsite review and will identify specific operational compliance priorities for quality improvement initiatives over the identified period. Worksheets for each area of care and service will be used throughout the year, providing ongoing feedback to the Home.

PROCEDURE:

The Departmental Manager will:

- 1) Use the Quality Review Worksheet for self-assessment purposes as part of the Home's quality management program.
- 2) Work in collaboration with the QRM Lead to assess the operations of their department using the worksheet.
- 3) Ensure follow up is conducted and documented on the worksheet.
- 4) Create an Action Plan to address areas of risk and document follow up activity as needed.
- 5) Bring Quality Review Worksheet(s) to each Leadership & Quality meeting to determine status and redirect activities as required.
- 6) Evaluate progress made on areas of risk on subsequent site visits.

The Administrator will:

- 1) Through Leadership & Quality, review the Quality Review worksheets brought forward be the leadership team to review action plans.
- 2) Evaluate the progress made on the action plans.

The QRM Lead will:

- 1) Use the Quality Review Worksheet for assessment purposes as part of the Home's quality management program.

- 2) In collaboration with the department manager, assess the operations of the department using the worksheet.
- 3) Work with the department to develop action plans to address areas identified at risk or with recommendations.