

Leamington Mennonite Home
Long Term Care

**QUALITY & RISK MANAGEMENT
POLICY AND PROCEDURE**

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| CATEGORY: Risk Management | SUBJECT: Risk Management Program | SECTION: C POLICY: 1 |
| DATE: July 12, 2022 | Administrator's Signature: _____ | |

RISK MANAGEMENT PROGRAM

POLICY:

The Organization has a comprehensive risk management program, which will review healthcare and sector trends and Home experiences to determine potential future risks to providing a safe and secure environment for residents and staff, and in so doing will maintain a strong organizational reputation.

PROCEDURE:

Support Services will:

- 1) Meet with insurers on an annual basis to determine risks which have occurred over the past year. These risks will be evaluated and policies revised as appropriate.
- 2) Review sector experience and information, such as coroner's reports, Worker's Compensation Claims, Home's security, and staff credentials to assess potential risks or weak delivery areas.

The Regional Vice President will:

- 1) Evaluate the risk level of each Home based on criteria identified using the Risk Management Framework and deploy resources as required.
- 2) Analyze incidents which have occurred in individual Home to determine if changes need to be made to systems and processes.
- 3) Track Performance Indicators by Home and compare across the organization to establish benchmarks for improvement to decrease areas of risk.
- 4) Explore risk management issues as a part of the Annual Operational Planning Process.

The QRM Lead will:

- 1) Ensure that incidents which occur in the Home are fully explored and followed up by an appropriate committee.
- 2) Ensure that a detailed report of the incident is provided to support services office.
- 3) Ensure that potential risks are reviewed in the Home's annual operational planning process.
- 4) Track and analyze Home trends in risk management through various audits and performance indicator measurement tools.