

**The Corporation of the City of Kawartha Lakes**  
**Victoria Manor Committee of Management**  
**Report VMC2019-03**

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**Meeting Date:** March 18, 2019

**Meeting Time:** 1:00 p.m.

**Meeting Place:** Victoria Manor, 220 Angeline Street. S., Lindsay

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**Subject:** Victoria Manor 2019-2020 Quality Improvement Plan

**Author Name and Title:** Pamela Kulas, Executive Director

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**Recommendation(s):**

**Resolved That** Report VMC2019-03, "Victoria Manor 2019-2020 Quality Improvement Plan", be received; and

**That** the Chair of the Victoria Manor Committee of Management be authorized to sign the Quality Improvement Plan for submission once finalized.

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Director

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Other

## **Background:**

The *Excellent Care for All Act* includes a quality management component whereby all health care organizations in the province will post annual quality improvement plans for public review. The process began five years ago with the posting of Quality Improvement Plans (QIPs) in the hospital sector and, over the course of the last few years, extended to inter-professional primary care organizations, Community Care Access Centres (CCACs), and Long-Term Care (LTC) Homes.

The QIP is an organization-owned plan that establishes a platform for quality improvement that can be used to harmonize efforts to improve quality of care across the health care system. While most health care sectors are familiar with developing QIPs as a way to express quality goals and targets for their organizations, the sectors are at different starting points when it comes to developing QIPs. The expectation is for health care organizations to have their QIPs in place, publicly posted, and submitted to Health Quality Ontario (HQO) by April 1 every year.

HQO developed a comprehensive Quality Improvement Framework that brings together the strengths of several QI science models and methodologies, such as the Model for Improvement from the Institute for Healthcare Improvement, and traditional manufacturing quality improvement methods like Lean and Six Sigma.

HQO grounded their framework in Deming's System of Profound Knowledge to ensure a system-wide view of improvement would be applied to any quality improvement initiative, in any healthcare sector.

The framework consists of six phases, each iterative and designed to build on the knowledge gained from the previous phase.

The QIP for Victoria Manor is attached and focuses on areas of improvement that will enhance the resident experience and is in line with our strategies to improve resident safety and well-being.

## **Consultations:**

Victoria Manor Leadership Team  
Sienna Senior Living

## **Attachments:**

Attachment A: Quality Improvement Plan Narrative  
Attachment B: Quality Improvement Plan Workplan



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