

Victoria Manor Committee of Management

Report VMC2022-05

Meeting Date: July 25, 2022

Meeting Time: 2:00 p.m.

Meeting Place: Electronic Video Meeting

Subject: Victoria Manor 2022-2023 Quality Improvement Plan

Author Name and Title: Pamela Kulas, Executive Director

Recommendation(s):

Resolved That Report VMC2022-05, "Victoria Manor 2022-2023 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

Director

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 seven 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, Ontario Health Teams (OHT), Home and Community Care, and Long-Term Care (LTC) Homes. For the past two years, Quality Improvement Plan (QIP) submissions have been on pause while organizations did the necessary work to manage the COVID-19 pandemic in their communities and regions.

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 June 30, 2022.

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:

Sienna Senior Living

Attachments:

Quality Improvement Plan 2022-23 Memo
Quality Improvement Plan 2022-23 Narrative
Quality Improvement Plan 2022-23 Workplan

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