



Interim Continuous Quality Improvement (CQI) Report

As required by the Fixing Long-Term Care Act, 2021

Designated Lead for the CQI Program

Name, Title Russell Borden, Administrator

Phone Number: 905-639-2264

Email: rborden@maplevilla.ca

CQI Committee:

- Medical Director
- Administrator
- Director of Resident Care
- Food Services Manager
- Dietary Staff Rep
- Programs Manager
- Environmental Service Manager
- E.S. Rep
- IPAC Lead
- Support Services Manager
- PSW Rep
- Registered Dietician
- Restorative care worker

Planning the priority areas for quality improvement:

Documents/resources used to identify priority areas with respect to the care and services that are provided to the residents include but are not limited to:

- Results of the Resident / Family Experience Survey.
- Residents' Council and Family Council minutes and feedback forms.
- Concern / complaint records.
- Inspection Guidelines of the Ministry of Long-Term Care, including inspection outcomes.

- Annual evaluations, as required by the Fixing Long-Term Care Act.
- All committee meeting minutes including professional Advisory, Resident Safety, and Infection Prevention and Control.
- Quality indicators provided by CIHI and posted monthly in PCC

Monitoring/Measuring progress and making adjustments to quality improvement initiatives:

When setting goals for the year, measurable outcomes for each goal are identified. Progress on initiatives are reviewed at quarterly CQI meetings and finalized at year-end.

- When meeting or exceeding the goal set, discussion on how to maintain performance.
- When goals are not being met, discussion on the reasons for this and an action plan is developed. Action plan examples may include: increased audits, education, communication, etc. or update the action plan.

Communication:

Communication about quality improvement initiatives will occur in the following ways:

- Annual overall CQI plan is posted to website as approved by the owner.
- The Provincial Quality Improvement Plan (QIP) is reviewed by the PAC and Mandatory Program Committees as needed and any feedback is given to the CQI committee prior to the finalization of the QIP.
- An overview of the initiatives is shared with both the Residents' and Family COUNCILS.
- On a quarterly basis, the CQI committee reviews progress on the initiatives. This progress is then provided to both the Residents' and Family Councils, and staff as appropriate; meeting minutes are shared and posted.