

Maple Villa Long Term Care Centre
QUALITY IMPROVEMENT PLAN 2025

OPERATIONAL OBJECTIVES	ACTION PLAN	PERSON RESPONSIBLE	TARGET DATE	COMPLETION DATE
Share and incorporate quality improvements and risk management activities	<ul style="list-style-type: none"> • Develop Annual Operational Goals & Objectives input from families and residents; monitor achievements, outcomes. Share results. 	Management Team	January June December	
	<ul style="list-style-type: none"> • Share/communicate improvement plans through meetings with residents, family members, shareholders, staff, volunteers, and service providers. 	Administrator	Quarterly	
	<ul style="list-style-type: none"> • Utilize/integrate results of annual evaluations and MLTC Inspection Guides • Review and update risk management plan 	Management Team	Monthly June January	
	<ul style="list-style-type: none"> • Review/revise: <ul style="list-style-type: none"> – Staff Deployment/Plan – Human Resource Plan – Information/Communication Plan 	DOC/Admin.	April/Aug/Nov January January	
	<ul style="list-style-type: none"> • Review performance indicators and improve data collection process • Monthly input of data, quarterly reporting for comparison and monitoring of outcomes. Share/communicate improvement plans 	DOC/Admin.	February	
Human Resources	<ul style="list-style-type: none"> • Review/update mandatory training and educational program – Surge Learning. • Monitor completion. • Determine HR plan goals and objectives 2025 	Admin./ Management Team	January January	

Maple Villa Long Term Care Centre
QUALITY IMPROVEMENT PLAN 2025

OPERATIONAL OBJECTIVES	ACTION PLAN	PERSON RESPONSIBLE	TARGET DATE	COMPLETION DATE
Resident Safety Program Evaluation	<ul style="list-style-type: none"> • Review/revise Resident Safety Plan and high-risk Best Practices. • Implement monthly schedule for Emergency Preparedness exercises 	DOC/Resident Safety Committee Administrator/DOC	January January	
Maintain Legislated Compliance and Improve Residents' Safety and Quality of Life	<ul style="list-style-type: none"> • Complete annual program and services evaluations as per legislated requirements. • Review Ministry of LTC Inspection Guides • Evaluating to include avoidable ED visits, satisfaction rate, complaint response, early detection of palliation needs and M.D. role • Share/communicate improvements/and/or changes • Revise Policy and Procedure for QI program based on regulations and reporting requirements 	Management Team Management Team DOC/Management Team DOC/Management Team Administrator/QI Committee	As per schedule January - November January - November March 31 st Monthly/Quarterly March	
Conduct Resident/Family Annual Satisfaction Surveys	<ul style="list-style-type: none"> • Review survey questions with resident and family council; revise accordingly • Distribute surveys for completion • Analyze/summarize and share results • Develop and share action plan for improvements 	Administrator Administrator Administrator Administrator	March June July September	