



## STAFF REPORT INFORMATION ONLY

### Quality Council

<b>Date:</b>	May 7, 2009
<b>To:</b>	Advisory Committee on Long Term-Care Homes and Services
<b>From:</b>	General Manager, Long-Term Care Homes and Services
<b>Wards:</b>	All
<b>Reference Number:</b>	

### **SUMMARY**

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The evolution and support of quality improvement within the Long Term Care Homes and Services Division is integral to the role of the division's Quality Council. In addition to the division's Quality Council, there are Quality Councils in each home and community program. The division-wide Quality Council has membership from all homes, community programs and head office. Its mandate is to provide visible direction, co-ordination and ongoing development of the quality improvement systems based on the vision, strategic directions and goals of the division. Quality Council sponsors and/or conducts educational sessions, researches and provides advice related to best and/or leading practices to guide improvements, coaches and mentors members of the various Quality Councils about QI tools and techniques and provides oversight to quality improvement work within the division.

The division-wide Quality Council is also responsible for reviewing and analyzing trends in "Your Opinion Counts" surveys, various indicators reports and Ministry of Health and Long-Term Care (MOHLTC) and/or Accreditation Canada reports, providing advice to individual homes/community programs on issues related to quality and making recommendations and/or decisions for divisional quality improvement work.

In support of the role to research best/leading practices, Quality Council is a member of the Quality Healthcare Network and is involved in work with the Ontario Health Quality Council.

This report summarizes key 2008 activities and achievements of the division-wide Quality Council.

## **Financial Impact**

There are no financial implications arising from this report.

## **COMMENTS**

In 2008, the division-wide Quality Council included fourteen (14) quality improvement system/process enhancements in their quality plan. Council believes and supports the need to continuously assess practices, review, adopt and/or adapt best/leading practices and establish processes that are effective and efficient. The desired outcome is to empower the division to make decisions that are in the best interest of residents/clients and support the priorities and co-ordinated work of each Site Quality Council.

The division-wide Quality Council 2008 Quality Plan and achievements reflected Accreditation Canada quality dimensions and were consistent with the Quality Council's mandate and priorities. Key work included:

### **Sponsor or conduct educational sessions – Effectiveness and efficiency**

In July and August of 2008, educational sessions in four geographical areas of the city were provided for all managers. The sessions focused on the philosophy of Accreditation Canada, the revised accreditation program (Qmentum), including required organizational practices (ROPs). A total of 127 managers attended the various sessions. Part of the education plan was that each manager would then provide training to others within their home. This goal has since been accomplished.

### **Research and provide advice related to best and/or leading practices to guide improvements – Client/resident centred services, effectiveness, and efficiency**

Quality Council continued to support the implementation of the Registered Nursing Association of Ontario (RNAO) best practices within the homes and celebrated Lakeshore Lodges' level II award achieved at the Public Sector Quality Fair for the implementation of the RNAO best practice related to Depression, Delirium and Dementia.

Council members also participated in the MOHLTC and the Seniors Health Research Transfer Network (SHRTN) consultation to develop a common vision of quality in long-term care homes that reflected all aspects of the resident's experience. The consultation was held between February 12 and April 10, 2008 in Toronto, Hamilton, Ottawa, London and Sudbury. There were over 600 participants across the province (60 per cent representing LTC homes and 40 per cent representing other stakeholder groups). Several Quality Council members participated in MOHLTC Quality consultation in 2008 "A

Common Vision of Quality in Ontario Long-Term Care Homes”. The final report was discussed at Quality Council.

### **Coach and mentor representatives on quality improvement tools and techniques – Effectiveness and efficiency**

Comprehensive training was provided for Quality Council members and Supervisors of Staff Education related to root cause analysis (RCA) and prospective analysis (specifically, FMEA or Failure Mode and Effect Analysis). Both of these tools have assisted staff teams in analysis and improvement.

### **Provide support and linkage between the Site Quality Councils and the Divisional Quality Council – Effectiveness and efficiency**

Enhancements to improve communication and co-ordination included:

- establishing a shared folder for quality monitoring indicators;
- updating indicators for quality monitoring in co-ordination with standing service committees;
- updating the framework for integrated quality management;
- reviewing and revising quality improvement policies and procedures;
- creating an integrated quality management plan and reporting;
- updating the database of evidence for ROPs and making suggestions for improvement;
- updating the database/system for incidents that produces division-wide and home-specific statistical reports within the parameters of quality of care legislation and based on leading practices.

The division-wide Quality Council has established a 2009 work plan to guide its ongoing work.

### **CONTACT**

Elizabeth Juraschka, Quality Improvement Advisor

Long Term-Care Homes and Services

Tel: (416) 392-8929; Fax: (416) 392-4180; Email: [ejurasch@toronto.ca](mailto:ejurasch@toronto.ca)

### **SIGNATURE**

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Sandra Pitters

General Manager, Long-Term Care Homes and Services