

Maple Villa Long Term Care Centre
QUALITY IMPROVEMENT PLAN 2024

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 July December	ongoing
	<ul style="list-style-type: none"> • Share/communicate improvement plans through meetings with residents, family members, shareholders, staff, volunteers, and service providers. 	Administrator	Quarterly	ongoing
	<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	ongoing
	<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	ongoing
	<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.	Quarterly	ongoing
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 2024 	Admin./ Management Team	January January	Jan 2024 ongoing

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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	January	Jan 2024
		Administrator/DOC	January	Jan 2024
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	As per schedule January - November	Ongoing
		Management Team	January - November	Ongoing
		DOC/Management Team	March 31 st	
		DOC/Management Team	Monthly/Quarterly	Ongoing
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	April	April 2024
		Administrator Administrator	June July	June 2024 July 2024
		Administrator	September	ongoing