

# Quality Improvement Plan 2018-19

## Apotex: Long-Term Care

Each year, we develop a Quality Improvement Plan (QIP) to identify the key improvement priorities and steps we are committed to take to ensure our residents receive exceptionally high quality care and experience.

### GOAL #1

#### Improve resident quality of life



It is our goal to make sure we do everything we can to meet our residents' needs by listening and acting on their preferences and engaging residents and their families in decisions that impact their life here.

##### Over the next year we will:

- Work with residents to develop and introduce resident-centred communication strategies, including an approach to rounding that will better address resident needs
- Conduct focus groups with residents and families
- Continue to share resident quality of life survey results with point of care staff

### GOAL #2

#### Improve resident's physical functioning



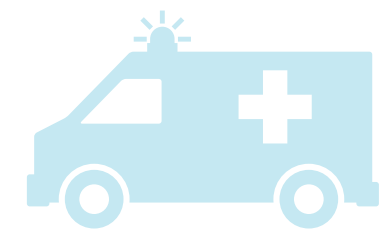
Our goal is to make sure our residents are functioning as well as they can. Improving or maintaining their ability to walk or transfer independently is important to resident quality of life.

##### Over the next year we will:

- Partner with our physiotherapy provider to deliver focused interventions for residents who can improve their transfers and walking abilities
- Improve our documentation and coding practices

### GOAL #3

#### Reduce unnecessary transfers to the Emergency Department



Preventing Apotex residents from unnecessary visits to the Emergency Department is one of our most important priorities for our residents' care and safety. Visits to the Emergency Department can cause additional health care risks, breakdowns in care coordination, and undue anxiety for residents and their families.

##### Over the next year we will:

- With input from our residents and families, improve our palliative care program, with a focus on palliative care screening and staff education
- Deliver enhanced clinical skills training to registered staff, with a focus on managing respiratory issues