

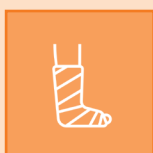


Our Quality Improvement Plan is a document that describes key improvements that we will work on together to ensure our residents receive exceptionally high quality of care.



Ensuring appropriate antipsychotic prescribing

Over the past year, a team of physicians, nurses, social workers, and recreation and behavior support specialists successfully reduced the potentially inappropriate use of antipsychotics by 9.3%. This year, the objective is to build on these advancements, ensuring antipsychotic medications are prescribed exclusively for clinically appropriate indications, at the optimal dosage, and for the shortest duration necessary.



Improving pressure injury prevention and management

For long-term care residents with limited mobility, chronic conditions, or fragile skin, pressure injuries can lead to severe complications, like infections, pain and reduced quality of life. Prevention through regular repositioning, proper skin care and nutrition is essential. The Apotex will prioritize tailored prevention strategies for high-risk residents and standardize documentation.



Improving opportunities for residents to express their opinions without fear of consequences

The *Ontario Fixing Long-Term Care Act* upholds residents' right to freely express themselves without fear. The Resident Bill of Rights ensures they can share their thoughts freely through speech, writing or other communication. The Apotex is a home that fosters an environment of respect and self expression. It is our goal to promote and encourage honest and transparent conversations between residents and staff to the betterment of the home and resident experience.



Reducing unplanned visits from the long-term care home to the emergency department

Emergency department (ED) visits can result in unintended impacts, may pose additional healthcare risks and disrupt the continuity of care. Over the next year, the Apotex will: implement an advanced care planning tool to document and honour residents' care preferences, partner with Sunnybrook's Nursing-Led Outreach Team to expand on-site IV antimicrobial therapy, and introduce a falls analysis tool to identify and mitigate key risk factors and reduce fall-related ED transfers.



Respecting equity, diversity and inclusion

Over the coming year, our initiatives will focus on delivering meaningful and accessible training to staff as well as building leadership capacity. This includes a focus on the importance of offering a diverse and impactful approach to Equity, Diversity and Inclusion and anti-racism education.



Addressing workplace violence

Providing a respectful and safe environment for everyone who works, volunteers, learns and receives care at Baycrest is an organizational priority that we remain committed to. Over the coming year, we will collect data on workplace violence incidents to understand current state, measure progress, identify risk factors and develop targeted prevention strategies.