

# Quality Improvement Plan 2019-20

Apotex, Jewish Home for the Aged: 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.



**IMPROVE  
RESIDENT  
QUALITY OF  
LIFE**

Improve overall resident experience and quality of life. Our goal is to improve the number of residents who would recommend the Apotex to others.



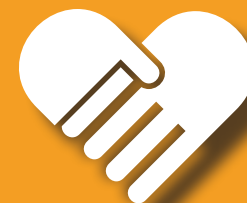
**IMPROVE TIMELY  
RESPONSE  
TO  
COMPLAINTS**

Respond to resident and family feedback in a more timely way. Our goal is to get back to you in 10 days or less.



**REDUCE THE NUMBER  
OF AVOIDABLE VISITS  
TO THE EMERGENCY  
DEPARTMENT**

Work together with residents and families to avoid unnecessary visits to the Emergency Department. We have one of the lowest avoidable transfer rates in the Province. It is our goal to continue to work towards the appropriate and optimal use of emergency departments.



**EARLY IDENTIFICATION  
OF PALLIATIVE  
CARE NEED**

All residents identified as requiring the palliative approach to care will have a comprehensive needs assessment early in their illness trajectory.



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