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 RESIDENTS

Identify and assess what palliative care or supports residents and their families may need. Our goal is to provide palliative care residents with a comprehensive and holistic needs assessment.

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