



## Focusing on Quality & Safety

*Baycrest Health Sciences has been repeatedly recognized for our ongoing commitment to improving quality and safety for our residents and patients. Here are some of our most recent achievements demonstrating our drive for exemplary care for older adults.*

Accreditation Canada has recognized Baycrest for five innovative Leading Practices deemed particularly innovative and effective in improving quality:

1. Keeping our clients safe through the development and implementation of enduring consent for the influenza immunization
2. Building Capacity in Interprofessional Integration of Care: Behaviour Support Outreach Teams
3. Development of an Advance Care Planning Policy and Toolkit
4. The Antimicrobial Stewardship Program
5. Seniors Support Volunteer Program



Baycrest is Accredited with Exemplary Standing by Accreditation Canada, making us one of a few elite healthcare organizations to receive this prestigious designation. We achieved 99.9% of more than 1,500 standards, and 100% of all Required Organizational Practices to attain this ranking.

**Did you know 16%** of organizations were Accredited with Exemplary Status by Accreditation Canada in 2014?  
that only



**RNAO**  
BEST PRACTICE  
SPOTLIGHT  
ORGANIZATION  
**CANADA**

**ORGANISME**  
VELETTE EN PRATIQUES  
EXEMPLAIRES

Baycrest has been named a Best Practice Spotlight Organization by the Registered Nurses Association of Ontario (RNAO), one of only 60 organizations around the world to achieve this status. We were recognized for implementing six RNAO Best Practice Guidelines that included:

1. Prevention of Falls and Fall Injuries in the Older Adult
2. Screening for Delirium, Dementia and Depression in Older Adults
3. Caregiving Strategies for Older Adults with Delirium, Dementia and Depression
4. Promoting Continence Using Prompted Voiding
5. Assessment and Management of Stage I-4 Pressure Ulcers
6. Assessment and Management of Pain

## **DID YOU KNOW** Baycrest ranks among the **best long-term care homes** in North America in the Seniors Quality Leap Initiative's Quality Composite index?

The Canadian Institute for Health Information (CIHI) reported on the 2013-14 performance of more than 1,000 Canadian long-term care homes, and found Baycrest was better than the average for most indicators including:

1. Falls in the last 30 days
2. Potentially Inappropriate Use of Antipsychotics in Long-Term Care
3. Restraint Use in Long-Term Care
4. Worsened Physical Functioning in Long-Term Care
5. Worsened Depressive Mood in Long-Term Care
6. Experiencing Worsened Pain in Long-Term Care

The Seniors Quality Leap Initiative (SQLI), a consortium of 12 high-performing long-term care organizations across North America, aggregates quarterly quality performance data that consistently identifies Baycrest as a top performer in areas that include the proportion of residents:

1. Who fell
2. Whose mood worsened
3. Whose mid-loss Activities of Daily Living worsened
4. Whose bladder continence worsened
5. Whose pain worsened
6. Who have Stage 2-4 pressure ulcers
7. Who are physically restrained
8. Whose behaviour worsened
9. Who use a catheter