



TORONTO FINNISH-CANADIAN SENIORS CENTRE
795 Eglinton Ave. East, Toronto, Ontario M4G 4E4
Tel: 416-425-4134 Fax: 416-425-6319 E-mail: seniorscentre@suomikoti.ca

SUOMI-KOTI, TORONTO, NURSING HOME, HOIVAOSASTO
Tel: 416-421-6719 Fax: 416-425-1971 E-mail: nursinghome@suomikoti.ca

Quality Improvement Interim Report

Ligia Baraian Administrator / DOC, Designated Quality Improvement Lead.

Overview

Suomi-Koti Toronto Nursing Home is dedicated to continuously improving care and service provision. The quality improvement plan for 2022-23 reflects our commitment to engage with all stakeholders.

Staff is committed continuously to enhance the quality of care and services for residents, caregivers and families. Quality improvement is everyone's responsibility.

Quality Improvement Priority Selection Process

The quality improvement priority selection process reflects the collaboration and analysis of audit results, Ministry of Long-Term Care reports, results from the Resident and Family experience survey and healthcare partners. The selection process is a balance between the many opportunities, resources available to support quality improvement work.

Priority Areas for 2022-23

Suomi-Koti will focus on improving:

- Falls prevention – Partnership with Healthcare Excellence Canada

Suomi-Koti home has diligently worked on improving falls prevention outcomes over the year(s). Our quality improvement plan:

- Prevent falls
- Have proper equipment to prevent fall injuries

The opinions of Residents' Council and Family Council were sought in the development of the Quality Improvement Plan.

Residents and families have been invited to participate in quality improvement, including providing feedback through surveys.

Policies, Procedures and Protocols that Guide Continuous Quality Improvement:

- Establishes our commitment to continuous quality improvement.

- An informal and formal mechanism that provides employee(s), residents, families, caregivers, Residents' Council, Family Council and clients with an avenue for submitting quality improvement ideas.

Quality Improvement Reporting:

- Quality Improvement reports are prepared and submitted at minimum quarterly to identify quality improvement priorities, current activities, success to date and future quality improvement work.

Quality Improvement, Risk Management:

- Structures and accountability are in place to support the commitment to quality improvement.

Structures and accountability are in place to support the commitment to quality improvement.

Long-Term Care's integrated quality management framework is overseen by Quality Improvement and Risk Management Committee and acts on opportunities to improve in areas related to strategic direction, quality improvement and risk management..

Accountability:

Administrator / DOC has day-to-day operational accountability for quality improvement and risk management outcomes and innovation.

The terms of reference of the committee reflects legislative requirements of membership and accountability.

Communication of Quality Improvement work:

A comprehensive communication strategy supports quality improvement work within the long-term care home. The actions enable the home to broadly communicate annual Quality Improvement Plans, the results of quality improvement activities to senior management, residents/clients, caregivers, families, staff and volunteers.

Communication strategies are in place and include the following:

- Staff and team meetings
- Quarterly reports on progress of quality improvement work
- Sharing quality improvement highlights with stakeholders using monthly newsletters, Annual Report and posting on the website.