



## **Continuous Quality Improvement Initiative 2023-24**

Dom Lipa Continuous Quality Improvement Initiative Lead – Anne Rovanišek-Freer, BSO Lead

This year 2023-24 the Home's priority areas for Quality Improvements are based on residents family experience survey.

We are working on increasing percentage of residents responding positively to "What number would you use to rate how well the staff listen to you?" And also, increase percentage of residents who responded positively to the statement "I can express my opinion without fear of consequences."

In addition, Dom Lipa is also working on decreasing number ED visits, offer GPA (gentle persuasive approach) Training to all staff, improve percentage of LTC residents without psychosis who are given anti-psychotic medications, and to provide skin and wound management education to Registered staff.

Continue support of NP STAT and in house BSO Lead are enabling Dom Lipa programs to achieve their goals.

During Continuous Quality Improvement Meetings, Dom Lipa's team discuss area that need improvement. To monitor improvement, we are using Resident/Family Satisfaction Surveys and Quality Indicators from CIHI. Each department provides an Action Plan for improvement in their department to satisfy Residents and their families.