



Continuous Quality Improvement Initiative 2024-2025

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

This year 2024-2025 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 “which in-person events/activities is preferred and enjoyed.” And also, increase percentage of residents who responded positively to the statement “I can express my opinion without fear of consequence.”

In addition, Dom Lipa is also working on minimizing unnecessary and potentially avoidable emergency department visits, to focus on Gentle Persuasive Approach (GPA) education of all employees to improve staff's skill and confidence in responding respectfully to responsive behaviors associated with dementia, to focus on skin and wound management and education for all registered nursing staff and to improve the resident experience and monitor their overall satisfaction through an increased number of in-person events/activities.

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.