

Quality Improvement Initiative

Safety of Our Home

at Providence Manor

Lead: Dave Spencer

Goals
Outcome
measures
Target

Goal

- ➔ To ensure that Providence Manor is a safe and secure place for our residents.

Accomplishments in 2015!

- ➔ MOHLTC Compliance and Written Notifications were achieved for the following:
 - **Door Security** — swipe card access has been installed on all doors throughout non-resident areas.
 - Resident safety has been enhanced by the installation of fire protective doors on Level 1 (also swipe card access only) thereby limiting entry to the Dietary Department.
 - Key access to Level 1 via the Sydenham elevator and the Dietary elevator has been installed.
 - **Nurse Call System** — upgraded to meet the MOHLTC's requirements, providing increased resident safety.
 - The system was installed in all Resident Home Areas as well as the public areas throughout the Home, ensuring assistance from nursing staff 24/7.
 - **Electronic Maintenance System** — has been expanded to include all MOHLTC Orders and Written Notifications, ensuring we continue to stay in Compliance.
- ➔ Internal Quality Improvement Initiative:
 - **Resident Lost Laundry** – process mapping for 'Dad's shirt' — where does it go when does it leave Dad's room?
 - The outcome of the process mapping is a new and improved electronic laundry tracking system that helps to decrease the amount of lost laundry items.



Electronic Laundry Tracking System



New Nurse Call system



Door Security

Plans for 2016/17

- ➔ Ongoing remedial maintenance in all resident rooms, dining rooms and public areas throughout the Home.

Plans for
2016/17