



# Quality Improvement The Journey Continues

*Providence Manor  
Fourth Annual  
Quality Improvement Plan,  
April 1, 2015 to March 31, 2016*

*The following report provides information on how Providence Manor did at accomplishing the goals we set in 2015 – 2016*

<b>Quality Improvement Results for 2015-2016</b>		
<b>Objective</b>	<b>Target</b>	<b>Actual Result</b>
1. Reduce worsening pressure ulcers	1.7%	<b>2.1%</b>
2. Reduced use of Restraints	6.2%	<b>6.7%</b>
3. Reduce Falls	18.2%	<b>20%</b>
4. Reduce Emergency Room Transfers	121	<b>90</b>
5. Reduce the # of Residents with worsening pain	7%	<b>6.7%</b>
6. Reduce aggressive behavioural incidents on Montreal 5	95	<b>113</b>
7. Reduce the number of staff injuries	36	<b>45</b>
8. Reduce worsening bladder control	10%	<b>9.2%</b>



# *Quality Improvement The Journey Continues*

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*Providence Manor  
Fifth Annual  
Quality Improvement Plan,  
April 1, 2016 to March 31, 2017*

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Providence Manor has updated our **Quality Improvement Plan for 2016-17**. We plan to focus on the following areas of improvement over the next 12 months:

1. **Reduced Falls** We plan to reduce the rate of our residents experiencing one or more falls resulting in an ED visit or hospitalization to 2.5% from our current performance of 5.4%.
2. **Reduced Restraints (Monitor)** Providence Manor will continue to monitor restraint use however will not report this indicator choosing to focus time and resources on areas with greater need for improvement. We remain below the provincial average in use of restraints.
3. **Reduce Potentially Avoidable Emergency (ED) Transfers** We plan to reduce the number of resident Emergency Room transfers by 5 residents from 121 to 116 transfers.
4. **Improved Pain Control.** We will continue to monitor.
5. **Reduce Aggressive Responsive Behaviours** We plan to reduce the number of resident-to-resident and resident to staff reported aggressive behaviour episodes throughout the Home from 289 to 277.
6. **Enhance Staff Safety**
7. **Receiving & Utilizing Feedback Regarding Resident Experience And Quality of Life** We intend to improve our current performance in the food domain of our annual resident satisfaction survey. Our target is 66% satisfaction in the food domain area from our current performance of 65.4%
8. **Improve Medication Management.** We plan to reduce the potentially inappropriate use of Anti-psychotic medications in LTC from the current 26.1 % to 25.1% over two years.

9. **Improve Resident Safety and Security** This is also a new initiative this year. We will successfully install a new nurse call bell system and door security system by May 2015. The safety and security of Providence Manor's 243 residents is a priority and achieving compliance with the MOHLTC inspection orders will ensure that the Home of our residents is a safe and secure place to live. We have completed this project and have been found to be in compliance with the doors and security features in our second Resident Quality inspection that took place in the period of November – December 2015.

***Shelagh Nowlan***  
***Vice-President, Long-Term Care***