



Quality Assessment & Assurance Committee (QAAC)

Quality Improvement Program

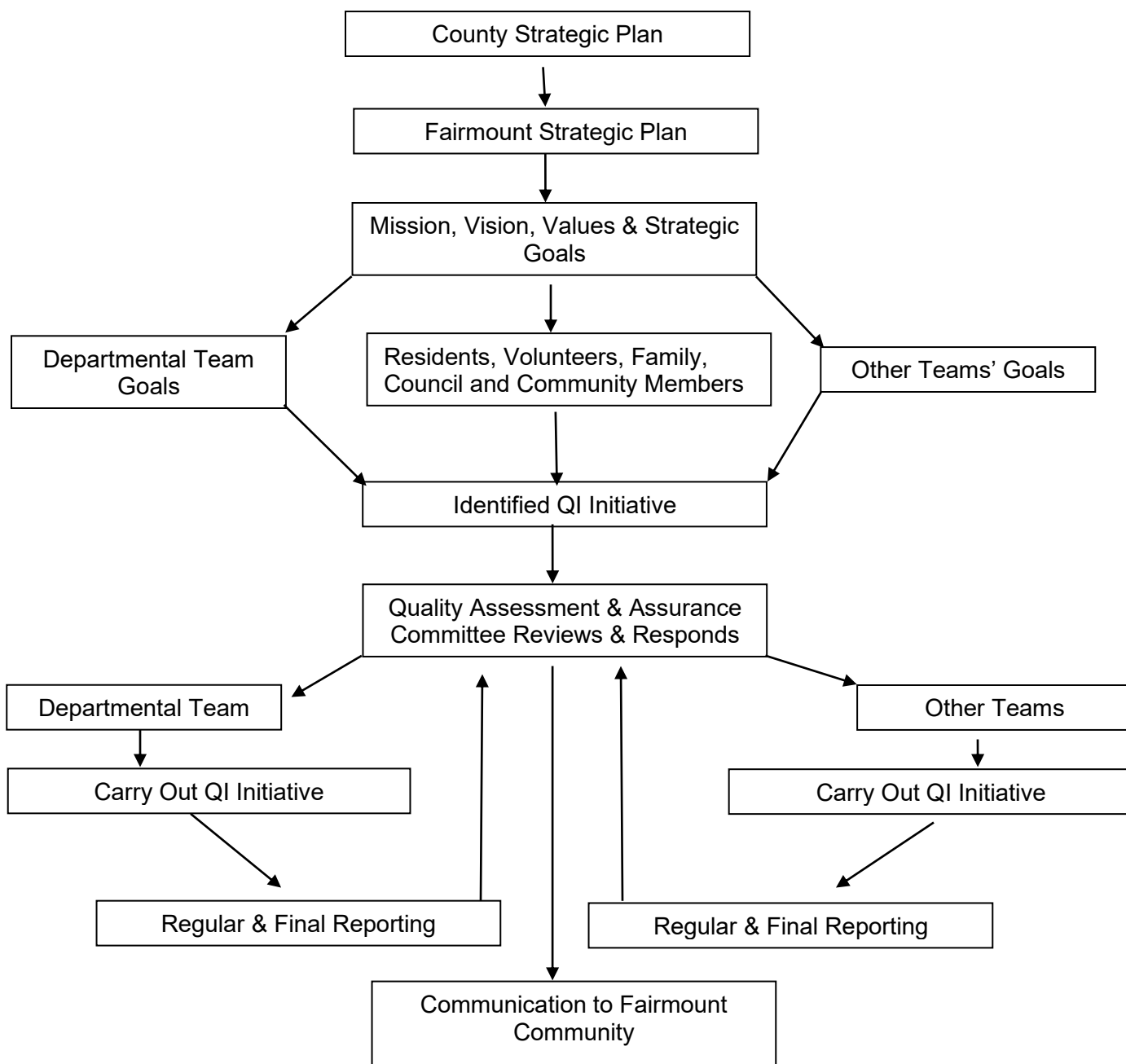
Contents

General Statement	3
Goals of the Quality Improvement Program	4
Mission, Vision, Values & Strategic Goals	5
<i>Our Mission</i>	5
<i>Our Vision</i>	5
<i>Our Values</i>	5
<i>Our Strategic Goals</i>	5
Organized and Required Programs	6
Quality Improvement Role of Teams	7
How to Bring Forward an Idea for Quality Improvement.....	8
Role of the QAAC	9
How to Submit Quality Improvement Initiatives to the QAAC	10
Communication & Documentation	11

General Statement

Fairmount Home is committed to the continuous improvement of our services to our residents, staff, volunteers, and the greater Fairmount community. The home's strategic plan includes strategic goal #4: To ensure Fairmount operates efficiently while striving for continuous improvement.

The structured quality improvement program allows the organization and management of to foster quality initiatives as follows:



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Goals of the Quality Improvement Program

1. To provide a culture of continuously improving systems that monitor, analyze, evaluate, improve, and report on the quality of accommodations, care, services, programs, and goods provided to the home's residents as well as staff, volunteers, and the broader Fairmount community.
2. To ensure the quality improvement program adheres to legislative requirements.
3. To ensure the quality improvement program is interdisciplinary.
4. To ensure a process is in place for the identification of quality initiatives.
5. To ensure the coordination and monitoring of quality initiatives.
6. To ensure adequate documentation is kept of all quality initiatives.
7. To ensure communication of quality initiatives, including but not limited to, the preparation of the annual report on the continuous quality improvement initiatives.



Mission, Vision, Values & Strategic Goals

Our Mission

Guided by the Gentlecare® philosophy, we provide exceptional resident-centered quality care in a safe, respectful, and compassionate home

Our Vision

To be the home of choice for our residents, staff and volunteers

Our Values

GENTLECARE®

We are committed to the Gentlecare® philosophy; resident-focused care which empowers residents to make individual choices

EXCELLENCE

We are committed to be a leader in the provision of exceptional quality care through teamwork, innovation and continuous learning

COLLABORATION

We are committed to strong partnerships with our residents, staff, volunteers, community and health care system partners

INCLUSION

We are committed to the treatment of our residents, staff and volunteers with dignity; embracing diversity and demonstrating inclusion and equity

Our Strategic Goals

GOAL 1: To provide quality care and meet the diverse and unique needs of our residents (including social, physical, emotional, spiritual, mental and cultural)

GOAL 2: To be the preferred place to work and volunteer in the local health care sector

GOAL 3: To expand engagement with broader community and system partners

GOAL 4: To ensure Fairmount operates efficiently while striving for continuous improvement

Organized and Required Programs

There are a variety of organized or required programs that the Home must provide under different pieces of legislation. These include, but are not limited to:

1. Nursing & Personal Support Services
2. Restorative Care
3. Recreational & Social Activities
4. Dietary Services & Hydration
5. Medical Services
6. Information & Referral Assistance
7. Religious & Spiritual Practices
8. Accommodation Services
9. Volunteer Program
10. Infection Prevention & Control
11. Falls Prevention & Management
12. Skin & Wound Care
13. Continence Care & Bowel Management
14. Pain Management
15. Quality Improvement Program
16. Training & Orientation
17. Responsive Behaviours
18. Health & Safety *
19. Medication Management *

All programs are as per the *Fixing Long-Term Act* with the exception of the programs identified with an asterisk (*).

Departmental and other teams are available to support quality improvement activities in all organized and required programs.

Quality Improvement Role of Teams

There are a variety of teams in place to support quality improvement at Fairmount. The quality improvement activities of each team are vital to the overall success of the quality improvement program at Fairmount.

Each team is required to:

- a) Establish its purpose and review the purpose on a periodic basis
- b) Establish measureable goals which must align with their purpose and the goals of the organization and should be reviewed on a periodic basis
- c) Establish measures to track their progress in meeting their goals
- d) Review opportunities for quality improvement and identify quality improvement initiatives to be brought forward for review to the QAAC
- e) Carry out quality improvement initiatives once approved including the retention of written records for each quality improvement initiative that describes its purpose, the dates the actions were implemented, the outcomes of the actions, adjustments that may have been implemented and final outcomes for the initiative.

How to Bring Forward an Idea for Quality Improvement

Ideas for quality improvement can come from a variety of sources which can include, but is not limited to:

- a) Audit results
- b) Inspection results
- c) Complaints
- d) Survey results
- e) Incident reports
- f) Risk identification forms
- g) Observation
- h) Staff meetings
- i) Residents' and Family Council
- j) County Council
- k) Frontenac County Lean Team
- l) Publications

Everyone at Fairmount is encouraged to look for and bring forward improvement opportunities. If you see an area where improvement is needed, and you have some ideas about how to do so you can bring it forward verbally or in writing to one of the following:

- a) Member of the Fairmount management team
- b) Chief Administrative Officer
- c) Family Council
- d) Residents' Council
- e) County Council

Whoever receives your idea will ensure it is forwarded to the appropriate team for discussion.

Quality improvement initiatives identified by team members should be taken forward to the management team for discussion and then forwarded to the QAAC as appropriate.

Role of the QAAC

The purpose of the interdisciplinary QAAC is to:

- a) Prioritize, coordinate, and evaluate quality initiatives at Fairmount
- b) Provide a forum for discussion and dialogue on matters of quality and risk at Fairmount
- c) Receive reports from and provide feedback to teams
- d) Communicate quality initiatives and their outcomes to stakeholders, including but not limited to staff, volunteers, Residents' Council, Family Council, and County Council
- e) Act as a resource in relation to continuous quality improvement

Membership includes the following individuals:

- a) The home's Administrator (Lead)
- b) The home's Director of Resident Care
- c) The home's Medical Director
- d) Every designated lead of the home
- e) The home's registered dietitian
- f) The home's pharmacy service provider, or where the pharmacy service provider is a corporation, a pharmacist from the pharmacy service provider
- g) At least one employee of the licensee who is a member of the regular nursing staff of the home
- h) At least one employee of the licensee who has been hired as a personal support worker or provides personal support services at the home and meets the qualification of personal support workers referred to in section 52, O. Reg. 246/22
- i) One member of the home's Residents' Council
- j) One member of the home's Family Council, if any

Responsibility of the QAAC

- a) To monitor and report to County Council on quality issues, residents' quality of life, and the overall quality of care and services provided at Fairmount Home with reference to appropriate data.
- b) To consider, identify and make recommendations to County Council regarding priority areas for quality improvement in the home.
- c) To coordinate and support the implementation of the continuous quality improvement initiatives, including but not limited to, preparation of reports on the continuous quality improvement initiatives.

How to Submit Quality Improvement Initiatives to the QAAC

Teams considering quality initiatives will primarily use Lean Six Sigma as a method that relies on a collaborative team effort to improve performance by systematically identifying and removing waste and reducing variation. Lean Six Sigma not only reduces waste and process defects but also provides a framework for overall organizational culture change. These efforts help to improve safety, quality, costs, and the efficient and effective delivery of services to our residents. With the reduction in waste, Lean helps to create time that will allow for continuous improvement to become part of our everyday routines.

Upon approval from the QAAC, the team will carry out the identified quality initiative and report back to the QAAC.

Communication & Documentation

Formal communication to stakeholders about the quality initiatives undertaken at Fairmount may be conducted by the QAAC through a variety of methods including, but not limited to:

- a) Grapevine Gazette
- b) Staff Intranet
- c) Fairmount Website/Social Media
- d) Quality Improvement Board
- e) Lobby Displays
- f) Reports to Residents' Council
- g) Reports to Family Council or Family Information Sessions
- h) Reports to County Council

Detailed documentation should be maintained throughout the quality initiative process and the final documentation package could include minutes from team meetings including the date, time, location, and names of those in attendance as well as progress to date and next steps as appropriate. All documentation must be forwarded to the QAAC for analysis and communication to stakeholders.