

Extendicare Lakeside Quality Improvement Action Plan

Ongoing work to improve the care we provide

At Extendicare, improving the quality of care we provide to our residents and their families guides all we do. We are always seeking new ways to evolve our practices to improve the care we provide to those we serve to “Help People Live Better”.

Our Quality Improvement plan is developed on an annual basis by our Quality Improvement Committee taking into consideration Extendicare’s enterprise-wide strategic quality priorities: Quality of Care, Quality of Life, Safety and Resident Satisfaction. We also review quality assurance results, annual program evaluations and resident satisfaction survey results to assist us to determine key areas of focus in our home. Our Quality plan is shared with residents, families, team members and external partners to support our priorities, targets, and activities. Outcomes are reviewed on a quarterly basis at our QI committee meetings.

Active priority areas

Further information related to priority areas for our home is found in our Workplan.

Monitoring our results to ensure continuous improvement

Driven by our organization-wide commitment to clinical excellence, we have set our performance targets at best practice levels, with the intentional objective to work to exceed the Canadian Institute of Health Information’s (CIHI) annually reported national averages for long-term care homes across the country. Results are monitored monthly by our internal committees and CQI committee.

We use Point Click Care unadjusted data to monitor each of our core quality indicators. Monthly progress and actions are posted on each unit on a Quality Board in our home. Monthly Quality meetings are held in our region where we discuss our quality indicator results, share best practices and learnings across other homes in our network, and discuss action plans and strategies.

Responding to resident and family experience feedback

Resident Satisfaction Survey results:

1. If I have a concern my concerns are addressed in a timely manner – [80.1%]
2. If I have a concern, I feel comfortable raising it with the staff and leadership – [71.1%]

These results demonstrate room for improvement, as we score below the 80% Extendicare target set for these indicators. Our work plan provides further details and actions on these important areas of resident experience, as we work to continue to serve residents better.

Our Quality Improvement Plan is shared with our residents, families, and team members, at Resident and Family council meetings for input and revised with their feedback. The outcomes are then regularly reviewed during council meetings. The document is posted on our in-home quality board as well as our home website. Minutes from these meetings are also posted in our home.

We also regularly hold Town Hall meetings with families and residents to communicate important information and ensure our community has an opportunity to ask questions.

All quality survey action items will be included in our 2024 workplan.

For any questions related to our Quality Improvement Plan, please contact:

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