

Report LTCR-SS-02-14

To: Chair Burley and Members of the Social Services Committee
From: Lynne Johnson, Director of Long-Term Care
Meeting Date: January 15, 2014
Subject: **Quality Management-Annual Program Review**
Status: Recommendation endorsed by Committee as presented per Resolution SSC12-14 January 15, 2014; Endorsed by County Council February 4, 2014 per Resolution CC25-14;

Recommendation(s)

THAT Report LTCR-SS-02-14 regarding Quality Management-Annual Program Review be received for information.

Background

An annual review of required and various long term care departmental programs is completed by each home to ensure that all required programs are effective and in place.

Each home has a schedule that outlines the lead-person responsible for the program and the subcommittee involved with the review. Each review includes a summary of accomplishments, outstanding issues and identification of goals for the upcoming year. The document attached with this report identifies the specific programs that are reviewed annually.

Financial / Staffing / Legal / Information Technology

Considerations

Annual program review is necessary to ensure legislation is met in service delivery.

Link to Strategic Goals / Priorities

Goal 6 of the Corporate Strategic Plan is to foster a culture and structure that facilitates exceptional public service delivery. Program evaluation is action 6.9 and a method to measure, monitor and track efficiency and effectiveness in priority service areas.

Attachments

[I-F-20.00 \(b\) Annual Program Review](#)

Respectfully submitted by,

Lynne Johnson
Director of Long Term Care

ANNUAL PROGRAM REVIEW

LEAD	SUB	PROGRAM	DATE COMPLETED	COMMENTS
Administrator		Staffing Plan		
	Leadership Team	Required Programs		
		Medical Service Program		
	Leadership & Quality Comm.	Prevention of Abuse/Neglect		
	Leadership Team	Reporting and Complaints		
	DOC	Admission – include rejection letters		
	Leadership Team	Training and Orientation		
	Office Manager	Posting of Information		
	Leadership Team	Emergency Plan		
	Leadership Team	Reporting of Key Personnel		
Other				
Director of Care	Falls Committee	Falls Prevention		
	Skin & Wound Committee	Skin and Wound		
	Continance Care Team	Continance Management		
	Pain & Palliation Team	Pain Management		
	BSO Staff	Responsive Behaviour		
	Restorative Care Team	Restorative Care		
	Resident Q&S Committee	Minimizing Restraints		
	PAC	Drugs–Annual Evaluation of Program		
	PAC	Emergency Supply		
	Classic Care	Drug Destruction and Disposal		
	Infection Control Committee	Infection Control		
		Zero Lift Policy Annual Review		
Other				
Resident/Family Svcs Mgr	Recreation Department	Recreational Program		
	Pastoral Care Committee	Religious and Spiritual Program		
		Volunteer Program		
	Leadership Team	Discharge		
	DOC	Transfer List		
Other				
Building Services Super.	Housekeeping Staff	Housekeeping		
	Nutrition Manager	Pest Control		
	Laundry Staff	Laundry		
	Maintenance Staff	Maintenance		
Nutrition Manager	Registered Dietitian	Nutrition Care and Hydration Program		
Office Manager		Trust Accounts		
		Reconciliation and Recovery		
Other				