

**Home-related – Mandatory**

Home Name:

Inspection Number:

*(hard copy use only)*

Date:

Inspector ID:

**Definition / Description**
**Continuous Quality Improvement:**

The quality improvement and utilization review system that monitors, analyzes, evaluates and improves the quality of the accommodation, care, services, programs and goods provided to residents of the long-term care home.

s. 84 LTCHA

**Satisfaction Survey:**

A survey taken, at least annually, of the residents and their families to measure their satisfaction with the LTC home and the care, services, programs and goods provided at the home.

s. 85 (1) LTCHA

**Use**

This IP is a mandatory task used to review the home's quality improvement during the annual inspection of the LTC home.

The inspector may also select and complete this IP when concern related to quality improvement in the home is raised while conducting any type of inspection.

The inspection focuses on the licensee's obligation to meet requirements related to:

- Continuous quality improvement (CQI)
- Satisfaction surveys established in the home.

**Procedure**

Each section within this IP contains statements that provide guidance to the inspector in the collection of information during an inspection and may not be applicable in every situation. The information collected will be used to determine whether a home is in compliance with the LTCHA.

During the Annual Inspection:

1. During the entrance conference with the administrator or designate, the Team Lead will obtain the CQI and committee information (name of contact, names of members, and frequency of meetings).
2. The Team Lead will communicate this information at the team meeting.
3. The mandatory IP may be initiated by the assigned inspector at any time during the Stage 1 process. The inspector is encouraged to complete the Stage 2 process to ensure that any CQI issues identified throughout the inspection process are communicated during team meetings and will be further inspected where necessary, for example, medication management, food quality etc.



representative			
<ul style="list-style-type: none"> <li>• Satisfaction with the care and services provided and the operations of the home, with respect to, for example, food quality, continence products, laundry service, medication administration, safe and secure home, etc.</li> <li>• Awareness of the home's annual satisfaction survey, and resident/SDM participation</li> <li>• Whether the home has responded to the concerns raised through the CQI system (by the individual or the Residents' Council)</li> <li>• Whether they have been informed of actions taken or changes made to improve the home as a result of the satisfaction survey or CQI system.</li> </ul>			
			Information Gathering
			<b>Resident / SDM Interview</b>
Notes			

<b>Staff Interviews/Observations</b>			
Interview staff of various disciplines, in various locations of the home, and on various shifts to determine: <ul style="list-style-type: none"> <li>• Whether they know how to bring an issue to the attention of the Quality Improvement Committee</li> <li>• Awareness of actions taken or changes made to improve the home as a result of the satisfaction survey or CQI system.</li> </ul> Observe interaction between staff and residents, and observe care delivery for evidence that staff: <ul style="list-style-type: none"> <li>• Implement the improvements to accommodation, care, services programs and goods identified by the CQI system as well as the improvements to care, services, program and goods based on the satisfaction surveys, for example improvements to:             <ul style="list-style-type: none"> <li>➢ Food quality and food temperatures</li> <li>➢ Medication management and administration</li> <li>➢ Quality of care and quality of life activities, continence care products, etc.</li> <li>➢ Environmental issues, safety and security, etc.</li> </ul> </li> </ul>			
			Information Gathering
			<b>Staff Interviews/Observations</b>
Notes			

**Continuous Quality Improvement**

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the home developed and implemented a quality improvement and utilization review system that monitors, analyzes, evaluates and improves the quality of the accommodation, care services, programs and goods provided to residents?	<b>s. 84</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home's quality improvement and utilization review system provide a written description of its goals, objectives, policies, procedures and protocols, and a process to identify initiatives for review?	<b>r. 228. 1</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the home's quality improvement and utilization review system ongoing and interdisciplinary?	<b>r. 228. 2</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home's quality improvement and utilization review system ensure that improvements made to the quality of the accommodation, care, services, programs and goods provided to residents are communicated to the Residents' Council, Family Council, if any, and the staff of the home on an ongoing basis?	<b>r. 228. 3</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home maintain a record setting out the improvements made to the quality of the accommodation, care, services, programs and goods provided residents?	<b>r. 228. 4. i</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home maintain a record of: <ul style="list-style-type: none"> <li>• the names of the persons who participated in evaluations, and</li> <li>• the dates improvements were implemented?</li> </ul>	<b>r. 228. 4. ii</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home maintain a record of the communication made to the Residents' Council, Family Council, if any, and the staff of the home regarding the improvements made to the quality of the accommodation, care, services, programs and goods provided to the residents?	<b>r. 228. 4. iii</b>
<b>Notes</b>					

**Policies to be followed**

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that any plan, policy, protocol, procedure, strategy or system instituted or otherwise put in place is: (a) in compliance with and is implemented in accordance with all applicable requirements under the Act, and (b) complied with?	<b>r. 8 (1) (a) (b)</b>
<b>Notes</b>					

**General Requirements for Programs**

No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure for each organized program required under sections 8 to 16 of the Act and section 48 of the regulation, that there is a written description of the program that includes: <ul style="list-style-type: none"> <li>• goals and objectives</li> <li>• relevant policies, procedures, protocols</li> <li>• provision of methods to reduce risk</li> <li>• methods to monitor outcomes, and</li> <li>• protocols for referral of resident to specialized resources where required?</li> </ul>	<b>r. 30 (1) 1</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
10.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure for each organized program required under sections 8 to 16 of the Act and section 48 of the regulation, that the program must be evaluated and updated at least annually in accordance with evidenced-based practices and, if there are none, in accordance with prevailing practices?	<b>r. 30 (1) 3</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
11.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure for each organized program required under sections 8 to 16 of the Act and section 48 of the regulation, that a written record relating to each evaluation includes: <ul style="list-style-type: none"> <li>• the date</li> <li>• the names of the persons who participated</li> <li>• a summary of the changes made, and</li> <li>• the date that the changes were implemented?</li> </ul>	<b>r. 30 (1) 4</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
12.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure for each organized program required under sections 8 to 16 of the Act and section 48 of the regulation, that any actions taken with respect to a resident under a program are documented, including: <ul style="list-style-type: none"> <li>• assessments</li> <li>• reassessments</li> <li>• interventions, and</li> <li>• the resident response to the interventions?</li> </ul>	<b>r. 30 (2)</b>
Notes					

**PART B: Satisfaction Survey**

No.	Yes	No	N/A	Question	Act/Reg.
13.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is a survey taken, at least annually, of the residents and their families to measure their satisfaction with the home and the care, services programs and goods provided at the home?	<b>s. 85 (1)</b>
Notes					

**Action**

No.	Yes	No	N/A	Question	Act/Reg.
14.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home make every reasonable effort to act on the results of the survey and to improve the long-term care home and the care, services, programs and goods accordingly?	<b>s. 85 (2)</b>
Notes					

**Advice**

No.	Yes	No	N/A	Question	Act/Reg.
15.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home seek the advice of the Residents' Council and the Family Council, if any, in developing and carrying out the survey, and in acting on its results?	<b>s. 85 (3)</b>
Notes					

**Documentation**

No.	Yes	No	N/A	Question	Act/Reg.
16.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home ensure that the results of the survey are documented and made available to the Residents' Council and the Family Council, if any, to seek their advice?	<b>s. 85 (4) (a)</b>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
17.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that actions taken to improve the long-term care home, and the care, services, programs and goods based on the results of the survey are documented and made available to the Residents' Council and Family Council, if any?	<b>s. 85 (4) (b)</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
18.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the survey results and actions taken to improve the home are made available to residents and their families?	<b>s. 85 (4) (c)</b>
<b>Notes</b>					

No.	Yes	No	N/A	Question	Act/Reg.
19.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are documents setting out the survey results and actions taken to improve the home kept in the long-term care home and made available during an inspection?	<b>s. 85 (4) (d)</b>
<b>Notes</b>					

Based on information collected during the inspection process, the inspector may determine the need to select and further inspect other related care/services areas. When this occurs, the inspector will document reason(s) for further inspection in Ad Hoc Notes, select and complete other relevant IPs related to Quality Improvement, for example:

- Accommodation Services – Housekeeping
- Accommodation Services – Laundry
- Accommodation Services – Maintenance
- Contenance Care and Bowel Management
- Dignity, Choice and Privacy
- Family Council Interview
- Food Quality
- Infection Prevention and Control
- Medication
- Minimizing of Restraining
- Nutrition and Hydration
- Pain
- Personal Support Services
- Prevention of Abuse, Neglect and Retaliation
- Reporting and Complaints

Ministry of Health and Long-Term Care  
Performance Improvement and Compliance Branch

- Residents' Council Interview
- Responsive Behaviours
- Safe and Secure Home
- Skin and Wound Care
- Sufficient Staffing
- Training and Orientation