



Senior Friendly Care Quality Improvement Plan

October 18, 2018

sfCare recommendation	SFCSC Rating out of 4 stars	Quality Improvement Plan	Timeframes
Making strategic commitments	2 stars	<ul style="list-style-type: none"> • Administrator to be assigned as lead responsible for senior friendly in our organization. Backup will be the Director of Nursing. • Senior friendly care will become a regular discussion at our Professional Advisory Committee. • Progress on senior friendly care will be posted on our Staff Education Board. • Seek to include senior friendly care in next strategic plan and add to quality improvement plan. 	<ul style="list-style-type: none"> • Q3 – 2018/19 • Q4 – 2018/19 • Q4 – 2018/19 • 2021/22
Establishing guiding documents (such as policies) that reflect equitable, person centred care	1 star	<ul style="list-style-type: none"> • Adapt SFCSC’s Client Service Standards to accommodate for senior friendly care. • Director of Nursing to review all admission information package materials to ensure wording is senior friendly in nature. 	<ul style="list-style-type: none"> • 2019/20 • Q2 2019/20
Training staff	4 stars	<ul style="list-style-type: none"> • The senior friendly care approach continues to be a topic at regular staff meetings. (With assistance of Surge Learning online Education) • All staff will be provided with training materials and the senior friendly care handouts, including at orientation. • All staff will receive training on Person Centred Language for use in resident charting, promotional materials and every day conversations. 	<ul style="list-style-type: none"> • Q4 2018/19 • 2019/2020 • 2019/2020

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Collaborating across sectors to create seamless transitions of care	4 stars	<ul style="list-style-type: none"> • SFCSC approach will be used to continue collaboration by our Resident Care Team – i.e. medical professionals, seniors mental health, and the SE LHIN. • Implementation/Access to eConnect will facilitate seamless transitions of information regarding resident’s care. 	<ul style="list-style-type: none"> • Ongoing • 2019/2020

		<ul style="list-style-type: none"> • Staff will liaise with other organizations or providers to support residents and their care providers during ethical matters. • Staff, residents, families and volunteers are provided our ethical framework. It can also be found on our website. 	<ul style="list-style-type: none"> • As requested • 2019/2020
Designing a physical environment that is conducive to the needs of older adults	2 star	<ul style="list-style-type: none"> • An age friendly checklist will be created for use during the monthly health and safety check. • Prior to any purchase of furniture, capital assets, or renovations to spaces within the organization, these purchases will be assessed for compliance with senior friendly care. 	<ul style="list-style-type: none"> • Q2 2019/20 • Ongoing