



Bennett Centre Long Term Care
The Gallery Active Living

BENNETT VILLAGE QUALITY IMPROVEMENT PLAN

Quality Improvement Objective	Dept.	Measurement	Current Performance	Target Performance	Change Idea to Trial	Trial Start Date	Trial End Date	Improvement Achieved?
Laundry Services	Ecotex, Nursing	2021 Survey Results	72.0%	> 80%	quarterly audits to return laundry to correct room	Aug-22	Sep-22	
Senior management and supervisors clearly demonstrate a commitment to quality	Leadership	2021 Survey Results	44.5%	> =70%	Engage front-line staff in CQI efforts by sharing progress and getting feedback.	Aug-22	Nov-22	
I am encouraged to actively participate in decisions	Leadership	2021 Survey Results	42.0%	>= 70%	Post agendas in advance of town hall meetings so that staff have opportunity to contribute to discussions.	Aug-22	22-Nov	
Contracted Service Providers	Dental, Physio, Hair	2021 Survey Results	Aggregated score of family physio score (66%), resident haircare score (57%), and consolidated dental score (57%). Aggregate score = 180	Aggregate score >240	Step 1: drill down with respondents with specific problems and discuss with service providers	Aug-22	Sep-22	