



LOUIS BRIER
HOME & HOSPITAL

QUALITY & RISK FRAMEWORK



A Roadmap To Providing Exemplary Care
To Our Residents And Their Families



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Introduction to the Framework

The Louis Brier Home & Hospital is committed to the delivery of safe quality care that is resident and family centered. The Quality & Risk Framework serves as integral component of this commitment. The framework provides a system-wide approach to ensuring quality and safety throughout the organization.

The Quality & Risk framework was developed with input from the interdisciplinary care team, residents and families, and community stakeholders. The framework has deep roots in organizational practices and is reflective of Louis Brier's Mission, Values, and Strategic Plan (2015-2018).



The Quality Improvement & Risk Mitigation Process

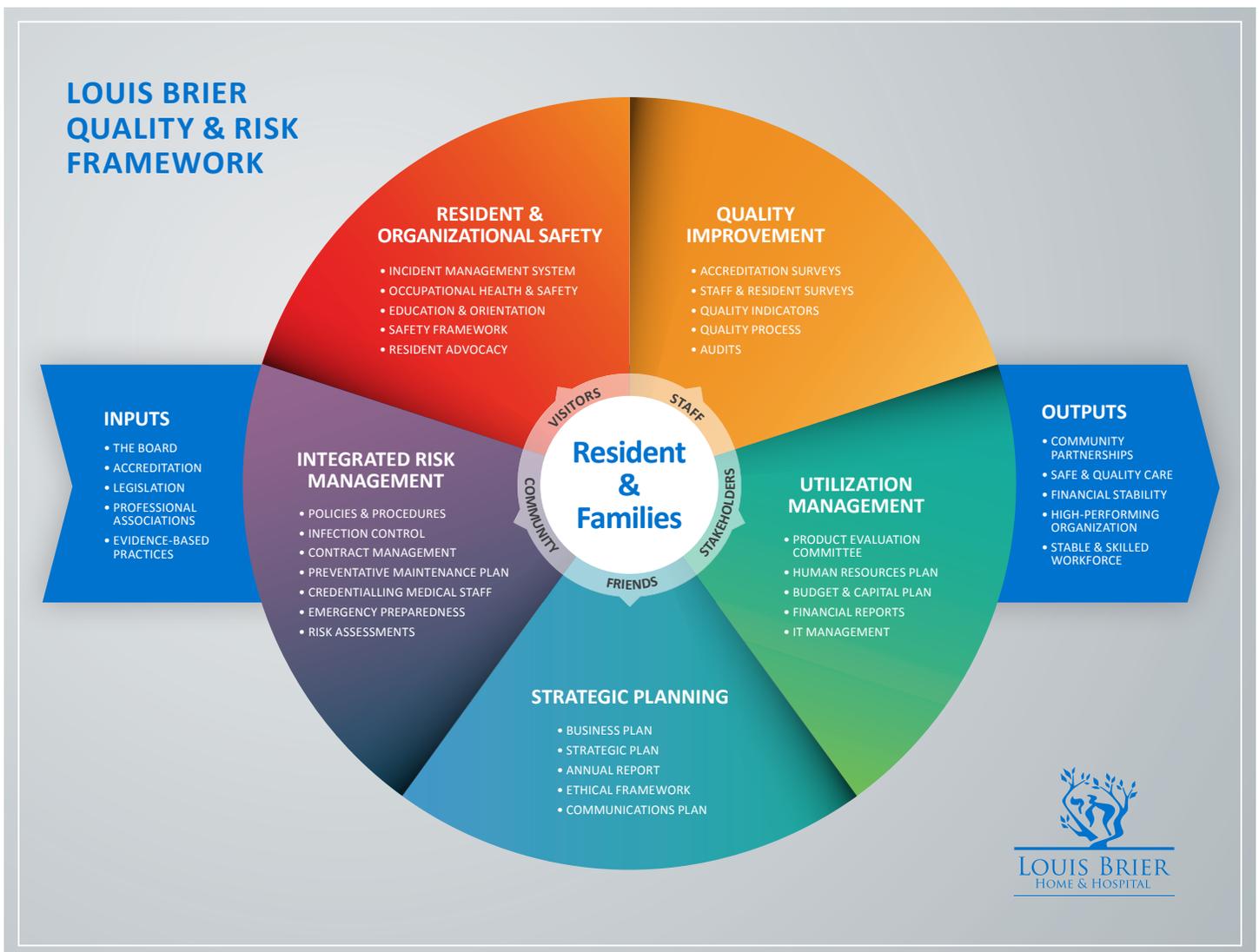
The quality improvement and risk mitigation process ensures the integration of management and delivery of safe, quality care. The Quality & Risk framework outlines the continual process required to:

1. Identify and analyze actual and potential problems and opportunities to improve resident care
2. Take the action required to minimize risk and improve quality of care
3. Provide the follow up necessary to ensure improvement
4. Report and communicate quality through existing organizational structures



Quality & Risk Framework Diagram

This framework provides a common approach for improving quality and mitigating risk across the organization. The framework can be used for both conceptual and practical purposes by frontline staff, department managers, executive leaders, and the Board.



Components of the Framework

The Quality & Risk Framework is comprised of 4 main components:

1. Inputs into the framework
2. Partnerships
3. Elements of Quality Improvement & Risk Management
4. Expected outcomes of the framework (outputs)



Inputs into the Framework

The inputs into the framework are stakeholder groups that determine the priorities of quality improvement and how risk is mitigated.

THE BOARD

As the governing body of the Louis Brier, the Board has a critical role in building a culture of safety and quality improvement. The Board provides strategic direction to the organization and oversees management decisions and performance.

ACCREDITATION

Accreditation Canada's standards provide guidance on the development and implementation of quality improvement and risk mitigation activities for the organization.

Accreditation's evaluation process ensures that we continue to meet evolving industry standards.

LEGISLATION

Legislation provides formal direction from governmental bodies to ensure the delivery of quality safe health care services. Legislation that governs the Louis Brier includes the Hospital Act, and the Community Care & Assisted Living Act.

Other acts and regulations governing service for seniors include the Mental Health Act, Adult Guardianship, Public Guardian and Trustee, Freedom of Information & Protection of Privacy, and the Patient Care Quality Review Board among others.



PROFESSIONAL ASSOCIATIONS

Professional Associations play a vital part in the development and promotion of profession-specific best practices.

Professional Associations such as College of Registered Nurses of BC (CRNBC), BC Care Providers, Denominational Health Association (DHA), and SafeCare BC sets standards of practice and/or regulate health care professionals.



EVIDENCE-BASED PRACTICES

Evidence-based practices are approaches that integrate the best available research evidence, clinical expertise, and the resident's preferences and values. Evidence-based practices are rooted in the understanding that our approaches to care is ever changing and evolving.

Partnerships

RESIDENTS & FAMILY

Residents and families are at the center of the Quality & Risk framework. This placement represents Louis Brier's commitment to the values of Resident and Family Centered Care. Resident and Family Centered Care (RFCC) is an approach that fosters respectful, compassionate, culturally appropriate, and competent care that responds to the needs, values, beliefs and preferences of residents and their family members.

STAFF, VISITORS, FRIENDS, COMMUNITY & STAKEHOLDERS

The partnership Louis Brier maintains with these groups is essential to the delivery of quality and safe care. The Louis Brier understands that these relationships support and enhance quality improvement and risk management initiatives.



Elements of the Framework

RESIDENT & ORGANIZATIONAL SAFETY

The safety of our residents, families, staff, companions, and visitors is a priority for the organization. The monitoring and improvement of safety is a critical component of the Quality & Risk framework. Formal committees and items that support this element include:

ITEM / COMMITTEE	REPORTING
Safety Framework	<ul style="list-style-type: none"> Quality indicators associated with the framework are reviewed monthly. Framework development/revisions to occur annually
Occupational Health & Safety Committee	<ul style="list-style-type: none"> Committee meets monthly. Reports quarterly to Quality & Risk Department
Incident Management System	<ul style="list-style-type: none"> Incident analysis reports and trends reports to be gathered monthly. Reports monthly to Quality & Risk Department
Resident Safety Committee	<ul style="list-style-type: none"> Committee meets monthly. Reports monthly to Quality & Risk Department
Medication Safety & Advisory Sub-Committee	<ul style="list-style-type: none"> Committee meets quarterly. Reports quarterly to Resident Safety Committee

INTEGRATED RISK MANAGEMENT

Integrated Risk Management is the practice of proactively identifying risks and developing measures to mitigate those risks should they occur. Formal committees that support this element include:

ITEM / COMMITTEE	REPORTING
Emergency Preparedness Committee	<ul style="list-style-type: none"> Committee meets monthly. Reports monthly to Quality & Risk Department
Infection Control Committee	<ul style="list-style-type: none"> Committee meets monthly. Reports monthly to Quality & Risk Department
Policies & Procedures Committee	<ul style="list-style-type: none"> Committee meets monthly. Reports monthly to Quality & Risk Department
Medication Management Committee	<ul style="list-style-type: none"> Committee meets quarterly. Reports quarterly to Quality & Risk Department

UTILIZATION MANAGEMENT

Utilization management uses quality improvements tools and methodologies to find cost savings and reduce waste to ensure scarce resources are used effectively. Formal committees and items that support this element include:

ITEM / COMMITTEE	REPORTING
Utilization Management Committee	<ul style="list-style-type: none">• Committee meets monthly• Reports quarterly to Quality & Risk department
Budget	<ul style="list-style-type: none">• Prepared annually by the CFO.• Approved by CEO & Board
Cost Centre Reports	<ul style="list-style-type: none">• Prepared annually by the CFO.• Cost Centre Reports submitted monthly to the CEO and monthly to the Board, quarterly VCH and Ministry of Health
Human Resources Plan	<ul style="list-style-type: none">• Prepared annually by the Director of Human Resources.• Human Resource plan reports submitted quarterly to CEO

QUALITY IMPROVEMENT

Quality Improvement is a fundamental part of an effective organization management framework as it defines specific quality priorities, measures, and activities. Formal committees and items that support this element include:

ITEM / COMMITTEE	REPORTING
Quality Indicators	<ul style="list-style-type: none">• Quality indicators are developed annually by the Senior Leadership Team• Reports quarterly to the Senior Leadership Team
Accreditation Surveys	<ul style="list-style-type: none">• Survey completed every 4 years• Standards Teams reports monthly to the Accreditation Steering Committee
Staff & Resident Satisfaction Surveys	<ul style="list-style-type: none">• Surveys completed annually• Survey results and action plans shared throughout the organization (residents, families, staff, community stakeholders)

STRATEGIC PLANNING

Strategic Planning establishes priorities and goals for the future and must be aligned with quality improvement and risk mitigation. Formal committees and items that support this element include:

ITEM / COMMITTEE	REPORTING
Strategic Plan	<ul style="list-style-type: none">• Developed every 3 years• Strategic plan reports submitted quarterly to the Board
Ethics Committee	<ul style="list-style-type: none">• Committee meets monthly• Reports quarterly to Quality & Risk department
Communications Plan	<ul style="list-style-type: none">• Reviewed annually• Communication plan reports submitted quarterly to Senior Leadership Team
Annual Reports	<ul style="list-style-type: none">• Developed annually• Reported annually at the AGM

Expected Outcomes of Framework

The outputs of the Quality & Risk framework represent demonstrable objectives for the Louis Brier Home & Hospital. The outputs encompass all parts of the organization including delivery of care, human resources, finance, and community collaborations.

While we strive towards the outcomes of this framework, we understand that the road to providing exemplary care has no end-point. Rather, the delivery of exemplary care requires a cycle on continuous learning and improving.

OUTPUTS

- **COMMUNITY PARTNERSHIPS**
- **SAFE & QUALITY CARE**
- **FINANCIAL STABILITY**
- **HIGH-PERFORMING ORGANIZATION**
- **STABLE & SKILLED WORKFORCE**