

Our Quality Improvement Plan is a document that describes key improvements that we will work on together to ensure our residents receive exceptionally high quality of care, programs and services.

baycrest.org

Improving resident social life

Forming friendships and social connections is important to a resident's optimal quality of life. Feedback from our residents and families tells us that we can be doing more to provide residents with the opportunity to connect with other residents.



Ensuring appropriate antipsychotic prescribing

Antipsychotic medications, often used to manage symptoms of psychosis, are also commonly and appropriately prescribed for seniors living in long-term care to manage severe behavioural and psychological symptoms of dementia. Our goal this year is to build on this momentum and to ensure that antipsychotic medications are being used for the right symptoms, at the right dose and only for as long as needed.

Reducing potentially preventable visits from the long-term care home to the emergency department

We know that a visit to the emergency department (ED) can cause additional healthcare risks, breakdowns in care coordination, and undue anxiety for residents and their families. Our goal is to work with our system partners including the nurse-led outreach teams, maximize the use of clinical support and enhance palliative care supports within the home to avoid any preventable ED visits.



Respecting equity, diversity and inclusion

Over the coming year, our goal is to deliver a variety of educational opportunities to our staff, physicians and volunteers related to various equity, diversity and inclusion topics and deliver language concordant care to improve the experiences and outcomes of those we serve.

Addressing workplace violence

Providing a respectful and safe environment for everyone who works, volunteers, learns, and receives care at Baycrest is an organizational priority and we remain committed to creating a workplace that encourages reporting of workplace violence incidents to inform ongoing prevention and safety initiatives.

