

Home Quality Report – Gardenview LTC

Quality Commitment

At Gardenview LTC, quality is a top priority – this commitment is the only way we can achieve the best possible results for our residents and families, team members as well as care and community partners.

We focus on four main areas of improvement:

- Quality of care
- Quality of life
- Safety
- Resident and family satisfaction

To demonstrate our continuous improvement in these areas, our performance is constantly reviewed and assessed internally within the context of established quality indicators covering admission and discharge procedures, nursing and personal care, food quality, housekeeping and laundry, and resident and family satisfaction.

Providing Quality of Care

By aligning daily operations with these strategic quality priorities, we are developing a robust quality framework that enhances overall service delivery and resident satisfaction.

In keeping with Ministry of Health and LTC standards, we continuously enhance and refine our quality program.

Annually, in collaboration with key participants, a Quality Plan with four pillars is developed, including

- Quality/Risk/Safety;
- Provider Experience;
- Client/Resident Experience; and
- Access/Flow

Narrative Doc – [View](#)

Work Plan Doc - [View](#)

Clinical Indicators

Using software, technology and human analysis, we track the clinical status of our residents in real time. Our systems and processes allow us to monitor the key risk areas in our home and identify where we need to focus improvement efforts.

We concentrate on clinical areas that have the most impact on residents' lives such as improving function, minimizing falls, restraints and pressure ulcers (bed sores), improving continence, and managing pain.

To see the current statistics for our home please visit yourhealthsystem.cihi.ca

Professional Support

We have a team of experts, including nurses, a dietitian, infection control team and environmental and maintenance professionals, fire safety experts and others that support our home on a daily basis, helping to identify and implement best practices.

Evidence-Based Programs

Our clinical experts are responsible for maintaining evidence-based programs to ensure that our home is implementing best practices in care. We review our policies at least annually to ensure they are up to date and reflect current evidence and advance best practice. Our evidence-based programs include:

Continence Care

Dementia Care

Falls Prevention

Pain Management

Palliative Care

Restorative Care

Skin and Wound Care