



# A Commitment to Quality Care



Each year, Almonte General Hospital (AGH), Fairview Manor and Carleton Place & District Memorial Hospital (CPDMH) develop Quality Improvement Plans - or QIPs. Each organization is committed to safe, high quality care for patients, residents and the community. This year, the plans build upon the success of the Mississippi River Health Alliance to align the quality initiatives for both organizations.

“Quality improvement is an ongoing priority that helps us continually find new and innovative ways to do things to enhance care for our patients and residents. Our QIPs are one tool that we use to demonstrate our accountability to quality,” notes Rachel de Kemp, Vice President, Patient/Resident Services and Chief Nursing Executive.

In the coming year, both hospitals will focus on improving the quality of the patient experience through post discharge phone calls, improving patient safety through revising the medication reconciliation process, and ensuring best practices are in place through the use of pre-printed orders. Fairview Manor will be building on the successes from this past year to further reduce falls, reduce the number of resident transfers to the emergency room, and continue to take positive steps in reducing

antipsychotics. All three QIPs include a mandatory workplace safety initiative for staff, physicians and volunteers.

The QIPs are developed with input from all areas of the organizations, as well as a review of data from patient and resident satisfaction surveys, publicly reported indicators and other data. The Patient and Family Advisory

Committees at both hospitals, and the Resident and Family Councils at Fairview Manor, also provide valuable input into the development of the plans. The QIPs are approved by the two Boards of Directors and progress on the indicators is monitored by both staff and Board level quality committees. The QIPs are posted on the hospital websites.

“The goal of the integrated relationship between AGH and CPDMH is collaboration to improve care for the communities we serve. By aligning our work on common QIPs, we can take best practices and ideas from both organizations to achieve higher quality and work towards a consistent experience for patients and residents. We aim to be better together than we could be alone,” notes President and CEO Mary Wilson Trider. “Our QIPs focus on how we can improve the patient and resident experience and ensure we are meeting best practices.”

