**Accountability for Quality**

**Required Organizational Practice:** The governing body demonstrates accountability for the quality of care provided by the organization.

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| Test for Compliance | Evidence |
| The governing body is knowledgeable about quality and safety principles, by recruiting members with this knowledge or providing access to education | * Experience with Quality and Risk is part of the Board Composition Profile (**see Board Profile and Skillset Competency Form**) * Board Education Sessions focus on Quality and Safety related issues. Examples include: **Occupational Health and Safety, Institute of Safe Medication Practices/Med** **Audits, Staff survey results, Wound care, Risk, Responsive Behaviours, Is Health and Safety On your agenda? Health and Safety for Board membersAWARE-NS Training. Planned sessions: the Role of the Nurse Practitioner in Long Term Care (repeat for new Board members) , Electronic Medical Record (PCC) (**see **Board Planning Cycle 2022-24 document, agendas and minutes (i.e. Shoreham Village Senior Citizens Association - Meeting Minutes - May 15 2019, Shoreham Village Board of Directors - Meeting Minutes - November 17 2021, Shoreham Village Board of Directors - Meeting Minutes - May 17, 2023)** * **The Board actively recruits members who can provide first voice experience** |
| Quality is a standing agenda item at all regular meetings of the governing body | * Quality Improvement/CEO Report/Risk Report is a standing agenda item. The CEO report includes projects and initiatives related to quality and safety (see **Shoreham Village Board of Directors Meeting Agenda May 17 2023**). * The scorecard is presented quarterly by the team followed by a Q&A session. * The majority of Board Education sessions focus on quality and safety related issues as noted in test for compliance 1 (**see Board Agendas and Board Planning Cycle 2022-24 document**) |
| The key system‐level indicators that will be used to monitor the quality performance of the organization are identified | * **Corporate Scorecard** review **(quarterly)** and **Minutes from the Board of Governors meetings include** discussion/ questions related to the data being presented. * **Annual Public Reporting on the website** <https://www.shorehamvillage.com/quality-and-performance/> * Indicators associated with the evaluation of the performance of the Management contract between Northwood and Shoreham have been established, and regularly reviewed (see **Shoreham Village Board of Directors - Meeting Minutes - May 19 2021**, **Shoreham Village Board of Directors - Meeting Minutes - September 15 2021, Shoreham Village Board of Directors - Meeting Minutes - May 18 2022**). Evidence provided via the CEO report and a formal review completed Q2 years. * **Monthly CEO Report** to the Board includes performance updates on the various initiatives connected to the Strategic Directions. * **Monthly Risk Report that is embedded within the CEO report** (reports available to view onsite if needed - confidential content). Emergent issues are communicated to the Board via e-mail then follow up provided in the Risk Report. * Targets and benchmarks are defined based on external data when available (e.g. Department of Health targets), or internal data where appropriate. * Shoreham is now Canadian Institute for Health Information (CIHI) compliant so we have additional benchmarking |
| At least quarterly, the quality performance of the organization is monitored and evaluated against agreed upon goals and objectives |
| Information about the quality performance of the organization is used to make resource allocation decisions and set priorities and expectations. | * Resources allocated for Electronic Medication Administration Record (eMAR) due to high medication errors. eMAR was implemented in Nov 2020, improvements noted in med errors the following year (see **Shoreham Village Board Meeting - Minutes - November 20 2019, Shoreham Village Board of Directors - Meeting Minutes - November 25 2020, Shoreham Village Board of Directors - Meeting Minutes - March 24 2021, Shoreham Village Board of Directors - Meeting Minutes - September 15 2021**) * The purchase of 10 additional ceiling lifts due to concerns related to WCB, staff safety, and incident report data, and the number of staff vacancies creating additional workload (see **Shoreham Village Board of Directors - Meeting Minutes - November 23 2022**) * The purchase of a staff vehicle to improve recruitment and retention of staff (see **Shoreham Village Board of Directors - Meeting Minutes - January 18 2023**) * In 2014, the Board of Directors identified issues with respect to sustainability. The organization was struggling financially, high WCB rates and the facility itself had numerous infrastructure issues with ongoing critical events. An RFP was issued. Northwood was selected as the successful proponent. In 2015, the first Management Agreement with Northwood was established. Legal Counsel for both parties guided both organizations in the negotiations. The Agreement was reviewed and updated in June/July 2022. * Preparations and decisions regarding the new building - indicators that were used to advocate for the new building included emergency repairs, system break downs (waste), ventilation, and feedback from residents and families re size of rooms/shared rooms (see **2021-05-07 - SBAR Revised Plan for Shoreham Village Renovation**) |
| As part of their performance evaluation, senior leaders who report to the governing body (e.g., the CEO, Executive Director, Chief of Staff) are held accountable for the quality performance of the organization | * **CEO Report to the Board** * **Corporate Scorecard (quarterly)** * **Management Contract** between Northwood and Shoreham with regular review of evaluation criteria/ indicators in place to monitor success, as indicated above under tests for compliance 3 and 4. Most indicators are reported on quarterly or annually, but a full review is completed Q2 years. |