

Intercare Corporate Group Inc.
501-5920 Macleod Trail SW
Calgary, AB
T2H 0K2
Tel: (403) 255-4969
Fax: (403) 252-6591
www.intercarealberta.com

Email questions or feedback to:
feedback@intercarealberta.com

November 2021

Inside this issue:

<i>Accreditation 2022</i>	1
<i>Directors of Care and Clinical Team Leaders - Quality Projects</i>	1
<i>The Importance of Feedback</i>	2

Intercare Corporate Group Inc. - *"The Heart of Excellence"*



Accreditation 2022

Intercare is a regular participant in Accreditation Canada's assessment / evaluation program and continues to meet and exceed the requirements of Accreditation Canada's accreditation program, including demonstrated excellence in quality improvement and safety.

Accreditation Canada's sector and service based standards help organizations like Intercare assess quality at the point of service delivery and embed a culture of quality, safety and resident and family centered care into all aspects of service delivery. Accreditation Canada's standards are based on five (5) key elements of service excellence: clinical leadership, people, process, information and performance.



With its next regular multi-day, on-site survey visit by Accreditation Canada surveyors scheduled to take place from January 31- February 3, 2022, Intercare is once again preparing to undergo its next rigorous assessment and evaluation by Accreditation Canada.

Intercare currently holds an 'Accredited with Exemplary Standing' award which represents the highest level of performance excellence that is awarded to an organization by Accreditation Canada. Intercare has proudly held its *Accredited with Exemplary Standing* award status for the last eight (8) years.

Directors of Care and Clinical Team Leaders Quality Projects

The Directors of Care at each of our three (3) Long Term Care (LTC) sites, along with our three (3) Clinical Team Leaders of our specialty care units (Behavioral Support Unit; Complex Dementia Care Unit and Special Care Unit) are all involved with championing Quality Projects at their sites. The Quality Projects are as follows:

Brentwood LTC: *Decreasing the use of anti-psychotic medication for Residents*

Brentwood Behavioral Support Unit: *'Expression Through Art' to increase Resident social engagement*

Chinook LTC: *Improving pain management for Residents*

Chinook Complex Dementia Care Unit: *Environmental changes to improve Resident mood and behaviors*

Southwood LTC: *Managing the pain experience (a resident centered approach)*

Southwood Special Care Unit : *Managing Fluctuating Moods associated with acquired brain injury (ABI)*

The Importance of Feedback

Constructive feedback, both positive and negative, can be very helpful. Intercare appreciates the feedback that it receive, as it helps us find ways to continually improve the services we provide; feedback illuminates areas where improvements can be made and also highlights an organization's strengths as well. At Intercare, Continuous Quality Improvement ('CQI') is not just a showy catch phrase; the feedback that we receive from our residents, their families/ loved ones, visitors, volunteers, students, staff and other stakeholders (including but not limited to our contractors, vendors and suppliers), provides us with valuable information that can be used to guide and inform important organizational decision making processes.

Here are five (5) important reasons why receiving feedback is so important to us:

1. Feedback is always around us

If you ask someone, '*When does feedback occur?*', they will typically mention a survey, performance appraisal or evaluation process. In actuality, feedback is around us all the time. Whether we realize it or not, we are constantly providing one another with feedback virtually every time we speak to each other.

2. Feedback is valuable

Whether feedback is provided verbally or in writing (for example, completing a feedback form or survey), feedback provides value information.

3. Feedback can motivate

By asking for feedback, we can motivate ourselves and others to perform better. People feel valued and appreciated when they are asked to provide feedback (their 'input') to help make decisions; working relationships can be also strengthened at the same time.

4. Feedback can improve performance

Certain feedback can be mistaken as 'criticism'. However, when this type of feedback is instead received as 'constructive feedback' (rather than 'negative criticism'), it can be used to help inform better decision making processes and improve / increase performance.

5. Feedback is a tool for continued learning

Continued feedback is important across our entire organization; it helps us remain aligned with our goals, create and implement strategies, develop products and services improvements, improve working relationships and so much more. A commitment to 'continued learning' is a key component of continuous quality improvement ('CQI').

Intercare values and takes seriously the feedback that we receive!

Here are just a few ways that you can provide Intercare with your feedback:

- ♥ **Surveys**
- ♥ **Feedback Forms** (available on all units at Intercare care homes and upon request)
- ♥ Email feedback: feedback@intercarealberta.com
- ♥ Website: <http://www.intercarealberta.com>

