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



Accreditation Moving Forward



ACCREDITATION
CANADA

Accreditation Canada Update:

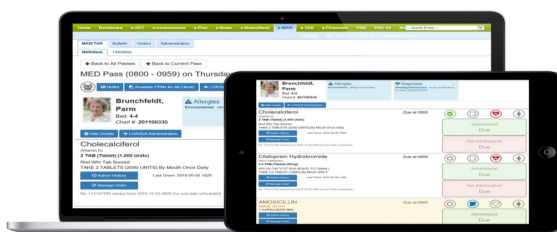
Accreditation Canada has recently introduced a new and innovative accreditation assessment program called "Qmentum Global™". Evolving from the Qmentum® program, a few key components of the new Qmentum Global™ accreditation program include:

- The use of **new and revised evidence-informed standards** developed by Health Standards Organization (HSO). Endorsed by the Standards Council of Canada (SCC) as National Standards of Canada, the standards are designed and localized for use around the world.
- A **new four (4) phase continuous assessment cycle** that focuses on progressive learning approaches aimed at helping teams maintain focus on quality, safety, planning, implementing and evaluating improvements throughout each phase of the four (4) phase cycle. Intercare's four (4) phase cycle begins this Fall/Winter 2022 and will run through to Spring/Summer 2026.
- The use of **innovative assessment methods, new and enhanced Survey Instruments** and a **Collaborative Digital On-line Platform** that will enable Accreditation Canada's team of experienced advisors and array of peer surveyors to work hand-in-hand with Intercare in support of its on-going commitment to meet and exceed accreditation requirements on an on-going basis.
- **'People-Centered Care'** criteria woven into the program and standards that is aimed at supporting and maintaining both a healthy, competent workforce and the on-going provision of high quality care and services to residents and their families.

Intercare Corporate Quality Projects

Electronic Documentation Update:

The Electronic Documentation Implementation of eMAR (Electronic Medication Record) with Marshalls Pharmacy at Kingsland Terrace, Southwood Hospice and Chinook Hospices is currently on pause pending licensing requirements. We will provide further updates as they come.



Site Quality Projects

As Shared in our July 2022 QI Newsletter, the Rehabilitation Team at the Chinook Care Centre has been working on a Quality Project for Therapy Assistant Documentation in Long Term Care. The team chose this particular project as they felt there were opportunities to improve documentation and communication flow between therapy assistants, rehabilitation professionals and the remainder of the care team.

Their Goals for the Quality Project were as follows:

- ♥ Continue to focus on the active rehabilitation programs and resident improvement by streamlining communication.
- ♥ Continue to improve and enhance the therapy assistant role.
- ♥ Increase accountability and accessibility for all team members.
- ♥ Maximize time for efficiency and productivity.
- ♥ Have relevant documentation available to team members in one location.

The project concluded in September 2022 and was a huge success! The team presented their project to Senior Intercare Team members in September and it will now be rolled out to all Intercare sites.



The Clinical Team at the Chinook Care Centre recently also completed a six (6) month focused Quality Project aimed at decreasing injury and frequency of falls for a specific resident on a Dementia Unit.

The Quality Project had the following goals:

- ♥ Review the resident's post fall review assessments to identify areas of improvement in reducing the number of falls and subsequent injury related to a fall.
- ♥ Ensure that all possible interventions are in place to decrease the severity of injuries.
- ♥ Improve the quality of life for residents in LTC.

