

This Inspection Guide provides *guidance* to the inspector during the initial planning of an inspection. Not all sections will be applicable in every situation and the inspector may need to adjust the inspection based on information collected.

RECORD REVIEW (ELECTRONIC AND HARD COPY)

- Written description of the home’s quality improvement and utilization review system.
- Records of improvements made to the accommodation, care, services, programs and goods provided to the residents.
- Meeting minutes of the Quality Improvement meetings.
- Resident and family/caregiver experience survey results.
- Audio/Video recordings, if applicable.

OBSERVATIONS

If applicable

INTERVIEWS

RESIDENT/FAMILY COUNCIL PRESIDENT

- Discuss if the resident has participated in the Experience Survey.
- Discuss with resident who is a part of the Resident/Family Council about the LTCH’s Quality Improvement system.
- Note the specific concerns raised by the resident for follow-up.

MANAGEMENT

Director of Care, Administrator/Delegate

- Discuss how the home has developed and implemented a quality improvement and utilization review system that monitors, analyzes, evaluates and improves the quality of the accommodation, care services, programs and goods provided to residents.
- Discuss if the quality improvement is interdisciplinary and if there are written policy and procedure that the staff can follow.

- Discuss how improvements made to the accommodations, care, services, programs, and goods provided to the residents are communicated to the Residents' Council and Family Council.
- Discuss how the home had conducted satisfaction surveys at least annually for residents/SDM and families, and how the records are maintained.
- Discuss how the survey results are implemented to improve LTCH's quality.
- Discuss if there is ongoing and interdisciplinary continuous quality improvement (CQI) and utilization review system that includes goals, objective, policies, procedures and protocols, and process in place.

FOR FURTHER GUIDANCE

Please refer to policies, guidance documents, and job aids available in the eInspectors' Handbook.