



NURSING & HOMEMAKERS INC.

www.nhihealthcare.com

416-754-0700

1-800-567-6877

Quality Management

1. NHI utilizes risk management practices as an integral part of Quality Improvement activities. Risk will be identified through • Occupational Health and Safety Minutes

- Complaints/Grievance Process
- Incident Management
- Policies and Procedures
- Claims Management Auditing

2. NHI has a commitment to quality management principles and practices. The Process ensures that:

- a) Continuous quality improvement activities occur throughout NHI
- b) There is communication about NHI quality improvement practices and outcomes are communicated internally and externally.
- c) A committee is established that will have the overall responsibility for the implementation and evaluation of the quality system and processes.
- d) There is a designated individual within NHI who facilitates the quality system
- e) Recommendations are reviewed and presented in writing to the President & CEO.



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NHI quality management program ensures that ongoing measurements and improvement of services and responds to Client concerns and complaints, including documentation of the complaints and outcomes. Standards will be based upon the College of Nurses of Ontario "Standards of Nursing Practice" and the College of Nurses of Ontario Quality Assurance Program.

- a) Survey
- b) Inspection
- c) Questionnaire
- d) College of Nurses "Self-Assessment Tool"
- e) Any other form of appraisal and assessment which may be deemed necessary at the time.

NHI will have a Performance Management Program for evaluating the performance of all the Service Providers on an ongoing basis, and for dealing effectively with any performance issues identified.

Risk Management

- Abuse Reporting Management
- Formal complaints will be directed to management for follow up
- Infection Control
- Medical Equipment maintenance/cleaning
- Reporting and follow-up of untoward events
- Risk Assessment Tool
- Risk Protocol and Training
- Quality Management
- High Risk Investigation
- Occurrence Reporting



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