

Leading Quality



Improvements on the frontlines require strong commitment and engagement by leaders. Residents First offers a leadership program that centres on providing leaders with the knowledge and tools to create an environment that supports continuous improvement.

Training provided to leaders through Residents First builds on proven and recognized leadership curricula already developed for healthcare organizations.

Content includes:

- Quality of the board and its practices
- Performance, measurement and reporting system
- Executive and senior team accountability
- Clinical leadership engagement
- Resident and family engagement

Who Should Participate?*

- A member of the governing body of the organization
- A senior leader reporting directly to the administrator/CEO
- A financial leader/decision maker to support business case development
- The home administrator/CEO

**These are suggestions to help homes identify the best candidates for leadership training. In determining who should participate, homes should take into consideration their specific organizational context (governance model).*

Designed for the Sector by the Sector

Residents First was shaped and developed with the input of a broad range of long-term care sector stakeholders. These groups continue to have input on an ongoing basis as members of the provincial steering committee that is guiding implementation.

Members include:

Concerned Friends of Ontario
 Citizens in Care Facilities
 Health Quality Ontario
 Institute for Safe Medication
 Practices Canada (ISMP Canada)
 Ontario Association of Non-Profit
 Homes and Services for Seniors
 (OANHSS)
 Ontario Association of Residents'
 Councils (OARC)
 Ontario Family Councils' Program
 Ontario Long Term Care Association
 (OLTCA)
 Ontario Long Term Care Physicians
 Ontario's Local Health Integration
 Networks (LHINs)
 Quality Healthcare Network (QHN)
 Registered Nurses' Association of
 Ontario (RNAO)
 Seniors Health Research Transfer
 Network (SHRTN)

*Residents First is supported by the Ontario
 Ministry of Health and Long-Term Care.*



Benefits of Participation

Learn to build your organizational infrastructure to drive performance improvement by:

- Using quality indicators in your organization's dashboards
- Setting meaningful "stretch" targets for quality improvement
- Communicating quality goals across your organization
- Establishing quality committees of the board or senior decision makers
- Reserving board discussion time for quality
- Establishing a business case for quality improvement
- Creating a strategy map that identifies activities to implement targets and accountabilities for action at all levels of your organization in order to achieve your stretch goals

Partners:

