



Providence  
Continuing Care  
Centre

Sisters of Providence  
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# 2005 Leadership Conference

## Setting the Stage for Performance Management: Leadership for Quality

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# Providence Continuing Care Centre (PCCC) ...

- Provides compassionate care and excellence in the provision of Complex Continuing Care, LTC, Mental Health, Palliative Care, Geriatrics, and Rehabilitation services for the population of Southeastern Ontario
- As a teaching centre we work collaboratively with our regional community to provide and advocate for wellness, innovation and excellence in Education and Research





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# Quality at PCCC ...

- Strong organizational commitment to “Quality of Care” – quality is woven throughout the organization
- Extremely value driven and human centred
- As per our Board chair who eloquently states: “We are in the Quality of Life Business at PCCC”





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# As a Rehab Leader, our Program ...

- Provides high quality, well coordinated and comprehensive services to our patients/clients/residents
- Develops and implements “Best Practice” in designing client centred services
- Identifies, implements, monitors and evaluates quality initiatives





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# Strategies for Success Factors...Quality Teams

- Two quality teams – In Patient and Out Patient Teams
- Teams address “Quality all year round” – CQI is a way of being
- Have Quality Forums for team leaders to share in dialogue to enhance quality of care
- Quality teams also serve as accreditation teams – known as “High Performing Teams”





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# Data Utilization ...

- High emphasis on data analysis, utilization and resource allocation to enable evaluation, learning and QI
- Utilize data from NRS, NRC Picker, HRRC, CIHI, COPM, Goal Attainment
- Strive for positive patient outcomes through integration of services across the continuum
- Benchmarking of “Best in Class” processes and results – creates stronger “Organizational Knowledge”





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# Goal Attainment ...

- Focus on patient and team mutually setting goals that impact quality of care – complexity of patients, setting, whether or not deconditioned prior to surgery
- Goal identification occurs at admission with patient and team, is monitored, revised accordingly, and seen as a dynamic process throughout their stay and calculated at discharge



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# Communication ...

- Emphasis on communication in various modalities throughout the organization which adheres to organizational values
- Communication impacts health outcomes – compliance, pain control, emotional health, symptom resolution, responsiveness to complaints
- Strong communication validates for staff their invaluable contributions and enhances loyalty to team – creates sense of “shared purpose”



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# Human Resources ...

- Strong commitment to employee satisfaction, motivation, well-being, morale
- Organizational commitment to Training and Organizational Development – Life Long Learners
- Empowered employees seen as internal customers
- Motivated to full leadership potential





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# Our patients say...

- “I was impressed with the patient-centred approach and caring attitude”
- “My therapist was firm, but encouraging, now I am prepared to go home”
- “You showed me such patience and kindness”
- “It never appears to be just a job for the staff”





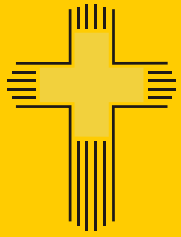
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# In Summary for the Rehab Program ...

- Success is a relative concept, it is how we handle our success that matters
- Success reinforces our self perception to strive for quality in our endeavours
- A strong organizational commitment to the measurement, improvement and maintenance of high quality care for those whom we serve





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*dignity...respect...compassion...*

*Questions?*



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**many paths  
one mission**