

A SCORECARD APPROACH TO QUALITY IMPROVEMENT

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Brief Description of Research or Project: In this session learn how Chartwell Long Term Care Homes have implemented a scorecard approach to standardize what data they review to inform quality activities within the homes. The Chartwell scorecard includes 7 selected quality indicators, a quarterly review of the home's RUG data, home level and corporate level infection control data as well as data on the homes completion rates for mandatory education and safety group education. Most recently our scorecards introduced aspirational benchmarks for the 7 quality indicators being tracked by Chartwell homes. **Why is this research important to profile at the Research Day 2014?** Over the past 2 – 3 years Long Term Care in Ontario has moved from a sector of health care that allowed for minimal analysis and comparison of data amongst homes to a sector of health care where we struggle to keep up with the various sources, uses and analysis of data. Approximately 18 months ago as more focus was placed on the outputs of MDS, Chartwell Long Term Care homes began a journey to assist home Administrators and Directors of Care with their understanding of the home's data. A variety of educational approaches were undertaken with the education focusing on both quality indicators and RUG definitions. As the education progressed, a scorecard approach to displaying the data was adopted. Seven key quality indicators were selected for display on the scorecard. The next step was to establish corporate aspirational benchmarks and embed these in the scorecard. This scorecard has evolved into a document that supports and directs the home in their quality improvement journey. To further support our quality improvement journey, Chartwell had enrolled all homes in a corporate Resident First collaborative; these Resident First tools are invaluable in the home team investigations and actions into the quarterly scorecard. Each quarter 5 or 6 scorecards with responses are shared across all homes to facilitate sharing of best practices and experiences. In this session learn how Chartwell Long Term Care Homes have implemented a scorecard approach to standardize what data they review to inform quality activities within the homes. See example attached.