

West Coast Conference on Aging Free Pre-Conference Workshop

Every Voice Counts: Using Your Care Home's Results from the 2022-23 Office of the Seniors Advocate (OSA) Resident and Visitor Long-Term Care Survey to Drive Quality Improvement

Thursday, May 30, 2024, 1300 – 1600h. Pan Pacific, Downtown Vancouver

In partnership with the BC Office of Patient-Centred Measurement and the Long-term Care Quality Initiative, the West Coast Conference on Aging is pleased to co-host this highly relevant and practical pre-conference workshop: **Using Your Care Home's Results from the 2022-23 OSA LTC Survey to Drive Quality Improvement.**

In long-term care, teams regularly engage in continuous quality improvement by learning from experience, trying new ideas, and assessing whether the change is improving residents' care experience. In this interactive pre-conference workshop, attendees will be introduced to an evidenced-based model that will strengthen and build skills in working with and acting on data-based feedback.

Workshop facilitators will use a sample of the OSA survey results to help attendees:

- Use their own Care Home's OSA LTC Survey results to develop a quality improvement plan using specific and measurable goals to improve performance outcomes and ultimately quality of care.
- Build skills and practices that are transferrable to other settings and problems; and,
- Enhance leadership skills to support teams to make positive change on topics that are important to them.

Registration is open to Quality team members (e.g., Leaders, Managers, Quality Improvement team members) throughout BC.

Space is limited – please register early!

Scan QR code for info or visit geriatricconference.providencehealthcare.org for more info:



Limited reimbursement for some travel costs may be available to Quality teams (e.g., Leaders, Managers) who are located outside of the Lower Mainland. Email Kirsten.Rossiter@fraserhealth.ca for more information about possible travel bursaries.

