policies, processes and quality

Unable to find the time to update your current policy manuals?

Interested in streamlining your systems?

Concerned about the next CIS or RQI inspection?

Preparing for your next accreditation?

peopleCare policies, processes and quality systems will ensure your home and team's success!

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policies, processes and quality

Policies

peopleCare can provide a comprehensive set of policy and procedure manuals that have been inspected by the MOHLTC.

peopleCare can provide online:

| MANUALS | MONTHLY UPDATES | CUSTOMIZATION |

Manuals include:

- Administration
- Business Services
- Quality and Risk
- Environmental
- Nursing
- Emergency Preparedness Programs
- Health and Safety
- Infection Prevention and Control
- Human Resources

Processes and Applications

peopleCare can provide system improvements through technology that will save staff time, increase accuracy, and improve MOHLTC compliance.

- Point of Care task library developed for a mobile app
- Clinical assessment and care plan library built to save staff time
- Implementation of a fully electronic, multidisciplinary health record
- Develop internal skills and capabilities for software customization

Quality Systems

peopleCare can provide the systems needed for accountability, reporting and communication.

- Accreditation preparation (policy review, staff education, mock inspection and follow-up support)
- MOHLTC inspection preparation and follow-up action planning
- Facilitation and support to develop strategic, operational and quality plans
- Quality reporting system to increase accountability

education and training

Overwhelmed by the staff training required by legislation?

Are staff receiving quality training?

Looking for a manageable, organized way to orientate new staff?

peopleCare orientation and mandatory education video library provides training to ensure staff have the tools they need.

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education and training

Mandatory Education

peopleCare has created a video library to train staff and review each of the mandatory education requirements. Videos provide resident and front-line perspectives on the importance of each topic and their relevance to daily routines.

- Video library viewing compatibility on POC, tablets or computers
- Key messages for each video
- Mandatory education schedule / calendar
- Code training schedule / calendar
- Handouts and checklists

Orientation

peopleCare can provide an orientation which guides new employees, from a one-day general orientation to a three-day role-specific training tailored to align with their responsibilities.

- Orientation checklists
- Comprehensive employee handbook
- Educational videos and related handouts
- Registered staff education reviews, processes and procedures for residents from admission to discharge

Customer Service Training

peopleCare can provide a comprehensive full-day training focused on meeting and exceeding customer service expectations. This fun and interactive day covers the importance of values and attitude, developing relationships and dealing with barriers.

- Customer service training manual and related course materials
- Employee workbook
- Designed to be customized to any organization's mission, vision and values

financial management services

Need accurate, timely, easy-to-read financial reports?

Do you know the operating costs of your programs and departments?

Need more professional financial analysis but can't afford a full-time controller?

Providing auditors with all the information quickly and easily?

Billing timely on government contracts?

peopleCare has systems for forecasting, budgeting and reporting that provide efficient and effective processes.

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financial management services

Budgeting and Forecasting

peopleCare can provide budgets that are useful management tools.

- Assess current budgets through financial review
- Review needs and expectations
- Produce an operational budget that balances the envelopes
- Create a template and plan for operational review (budget vs. actual)
- Provide assistance with reconciliations

Ministry Reporting

peopleCare can provide the expertise to make Ministry reporting timely and on time.

- Review financial data to determine gaps
- Provide recommendations to gap analysis
- Create a Ministry reporting system
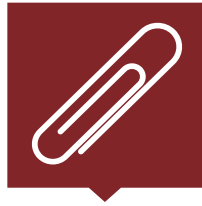- Train staff for Ministry reporting

Smart Systems

peopleCare can provide inter-related systems for efficient and effective processes to financial planning and accountability.

- Evaluate needs through a gap analysis
- Recommend an action plan in response to gap analysis
- Produce a customized process related to your current systems

planning and review

Could you benefit from facilitation to determine your direction and future goals and objectives?

Would an external review and recommendations support you in redirecting resources (i.e., human, financial and physical) in order to achieve your goals and objectives?

Could we assist you in setting priorities and developing practical action plans for your team?

peopleCare can help you determine your strategic direction and the key initiatives to help you get there.

planning and review

Strategic Planning

peopleCare can provide the expertise to help you plan your road map to success.

- Assessments that provide the expertise to help you and the executive team in developing strategic goals
- Support in restructuring organizational and chart team responsibilities
- Tools and templates to formalize your organizational planning process and cycle

Operational Planning

peopleCare can provide the help you need to succeed in your key initiatives.

- Tools to support stakeholder feedback across the organization
- Facilitation and templates to support the operational plan process
- Support in development of annual quality improvement plan, health and safety, etc.
- Tools and templates to formalize the planning process and cycle

Due Diligence

peopleCare can provide the expertise to strengthen strategic operational plans and due diligence reviews.

- Team facilitated home review including building and equipment assessment, systems and procedures, financial budget and operational strategy
- Tools and templates to support forming and reporting of capital plan
- Action planning including budget, ultimate staffing and operational recommendations

integrated pharmacy model

Are nursing staff overwhelmed with workload?

Spending too much time on paperwork and communication required for medication management and reconciliation?

Concerned about narcotic safety and resident wait times for medications following admission, readmission and new orders?

peopleCare with Hogan Pharmacy Partners developed a comprehensive system that ensures efficient and effective pharmacy processes

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HOGAN
PHARMACY PARTNERS LTD.

integrated pharmacy model

Releasing Nursing Time to Resident Care

Hogan Pharmacy Partners can release nursing time to resident care.

• Pharmacist-led medication reconciliation for all resident admissions and other transitions
• 24/7 order entry and clinical pharmacist support
• Pharmacy communication that eliminates the need for e-pen, faxing and forms
• Elimination of narcotic counts and medication inventory tasks

Clinical Benefits

Hogan Pharmacy Partners can provide clinical benefits for residents.

• Significantly reduced wait times for medications on transitions, new orders or significant change
• Pharmacist-led medication reconciliation as a best practice approach to creation of best possible medication history
• Clinical pharmacist available 24/7 to support nursing in times of resident acute clinical needs, i.e., increased pain, behaviours, real-time medication review at time of fall, etc.

On-site Resources

Hogan Pharmacy Partners can provide on-site services dedicated to your home.

• On-site pharmacist technician who works as a member of your registered team
• 24/7 clinical pharmacy real-time review and data entry of all new orders
• Technology and equipment that will ensure all the medications your resident requires are available on-site, in a safe and accountable way