

Experience

Measure - Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I am updated regularly about changes in my home. 52% for 2023 No data from 2022	C	% / LTC home residents	Other / January to December	52.00	62.10	Corporate Target	

Change Ideas

Change Idea #1 Add information signs to the daily area on the home areas- announcements and about outbreaks/work being done in the home, Special events for staff and birthdays if the staff or resident feels comfortable with it.

Methods	Process measures	Target for process measure	Comments
Communication literature will be added to the home area's information board about information happening in the IE...construction, outbreak status etc....	This will be monitored and reviewed at resident council meetings to see if this is effective.	This will be determined by satisfaction of the residents and outcome of the resident council meetings.	

Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I am satisfied with the timing and schedule of Spiritual care services. 36.1% for 2023 No data for 2022	C	% / Family	Other / January to December	36.10	57.60	Corporate target	

Change Ideas

Change Idea #1 To increase the amount of faith and spiritual activities

Methods	Process measures	Target for process measure	Comments
To develop more spiritual programs and incorporate them into weekly calendars.	To implement new faith-based programs as requested by residents.		Based on previous calendar events that were scheduled to current and the diversity of programs.

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident Satisfaction - Would Recommend	C	% / LTC home residents	In-house survey / 2023	82.00	75.00	Corporate Target	

Change Ideas

Change Idea #1 Work with Resident's Council to understand the feedback and priorities of the residents

Methods	Process measures	Target for process measure	Comments
Liaise with Resident Council President each month post meeting If council is willing, meet quarterly Review at Quality Day	Attendance and feedback action plan on lower performing questions	12 of 12 months discussing with Resident Council President By invitation to meeting twice, or preferably 3 of 4 quarters	

Measure - Dimension: Patient-centred

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Family Satisfaction - Would Recommend	C	% / LTC home residents	In-house survey / 2023	77.00	85.00	Corporate target	

Change Ideas

Change Idea #1 Work with Family Council to understand the feedback and priorities of the families

Methods	Process measures	Target for process measure	Comments
Liaise with Family Council President each month post meeting If Council is willing, one management team member to attend quarterly	Attendance and feedback action plan on lower performing questions	9 of 12 months discussing with Council President By invitation to meeting twice, or preferably 3 of 4 quarters	

Safety

Measure - Dimension: Safe

Indicator #5	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of LTC home residents who fell in the 30 days leading up to their assessment	O	% / LTC home residents	CIHI CCRS / July 2023–September 2023 (Q2 2023/24), with rolling 4-quarter average	10.13	10.00	Corporate target	

Change Ideas

Change Idea #1 lighting, supportive mobility devices

Methods	Process measures	Target for process measure	Comments
monitoring, reports, huddles, multi-disciplinary meetings.	Decrease falls in residents will be determined by the number of fractures, ED visits.	under 13% for the following year.	

Measure - Dimension: Safe

Indicator #6	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment	O	% / LTC home residents	CIHI CCRS / July 2023–September 2023 (Q2 2023/24), with rolling 4-quarter average	15.47	18.00	Corporate target	

Change Ideas

Change Idea #1 recommendations to prescribers for safe reduction of antipsychotics, engaging Behavioral supports leads to work with team to support behavior management. Columbia forest uses an antipsychotic tools is utilized with RAI, Front line staff, registered nurses and clinical leads.

Methods	Process measures	Target for process measure	Comments
IPAC meetings, weekly updates with physicians, communication with registered staff and RAI coordinator.	Through the methods listed.	To keep under 7.5%	

Measure - Dimension: Safe

Indicator #7	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents with restraints	C	% / LTC home residents	CIHI CCRS / July 2023-September 2023 (Q2 2023/24) with rolling 4 quarter average.	0.00	2.00	corporate	

Change Ideas

Change Idea #1 To maintain a restraint free home.

Methods	Process measures	Target for process measure	Comments
Education with families who request devices.	Monthly indicators and audits	To maintain at zero percent.	

Measure - Dimension: Safe

Indicator #8	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of LTC residents with worsened wounds stage 2-4	C	% / LTC home residents	CIHI CCRS / July 2023-September 2023 (Q2 2023/24) with rolling 4 quarter average.	0.00	2.00	Corporate Target	

Change Ideas

Change Idea #1 Education with families.

Methods	Process measures	Target for process measure	Comments
Meet with families / residents requesting restraints to discuss alternatives that could be trialed and determine action plan in collaboration with resident and family	To review monthly the KPI's to ensure we are maintaining are goal.	To maintain a restraint free home	