

## Experience

### Measure - Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I am satisfied with the variety of Spiritual care services.	C	% / Adult long stay home care clients	In-house survey / Sept 2023	45.50	75.00	75%	

### Change Ideas

Change Idea #1 The home will increase the presence of Catholic, Anglican and salvation Army services

Methods	Process measures	Target for process measure	Comments
The home has reached out to each service they have agreed to start monthly.	number of service es provided rate of attendance by resident	1 service per denomination per month	

**Measure - Dimension: Patient-centred**

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
The timing and schedule of spiritual care services	C	Rate / Residents	In house data collection / Sept 11, 2023	50.00	75.00	corporate target	

**Change Ideas**

Change Idea #1 increase the frequency of services

Methods	Process measures	Target for process measure	Comments
2 new service options scheduled every Tuesday and Thursday	Number of services per week	2 per week minimum	started in January 2024

**Measure - Dimension: Patient-centred**

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Satisfied with quality of care for Physiotherapies.	C	Number / Residents	In house data collection / Sept 11, 2024	57.10	75.00	75%	

**Change Ideas**

Change Idea #1 increase Physio Therapist involvement in providing care and speaking to it.

Methods	Process measures	Target for process measure	Comments
Physio therapist to attend resident care conference	Physio Therapist attendance at care conferences Resident /family satisfaction with the participation	attend at least 75% of care conferences	

**Measure - Dimension: Patient-centred**

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Family satisfaction- Would recommend	C	% / Family	In house data collection / Sept 11 2023	66.70	75.00	Corporate Target	

**Change Ideas**

Change Idea #1 Promote the home as the placement of choice for those living at Iler Lodge

Methods	Process measures	Target for process measure	Comments
regular monthly family council meeting	maintain minutes of each meeting	recording attendance and presentations by invited guests	

**Measure - Dimension: Patient-centred**

Indicator #5	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Regular updates about any changes in the home	C	% / Family	In house data collection / Sept 11 2023	28.60	60.00	in house target 60%	

**Change Ideas**

Change Idea #1 increase the frequency and quality of communications with families

Methods	Process measures	Target for process measure	Comments
provide monthly e-mail blasts with updates for the first 6 months then evaluate	at least one e-blast each month. review with council members monthly	families to feel strnger connection and feel informed	

**Measure - Dimension: Patient-centred**

Indicator #6	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Variety of Spiritual care	C	% / Family	In house data collection / Sept 11 2024	40.00	75.00	In house target 75%	

**Change Ideas**

Change Idea #1 Iler lodge to increase the variety of spiritual care services

Methods	Process measures	Target for process measure	Comments
the Catholic, Anglican and Salvation Army services have agreed to a great presence in the home with monthly services this will be communicated using e-blasts	number of services each month		Familys and resident will have increased options for services

**Measure - Dimension: Patient-centred**

Indicator #7	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident Satisfaction- Would recommend	C	% / Residents	In house data collection / Sept 11 2023	85.00	75.00	corporate target	

**Change Ideas**

Change Idea #1 strive to maintain/ improve the quality of live in those we serve

Methods	Process measures	Target for process measure	Comments
Continue to provide and promote the bringing concerns forward verbally to address any issues of customer service and care	we will review complaints, concerns and complements monthly at CQI meetings and trend quarterly	number of complaitns or concerns per month and time needed to address	

## Safety

### Measure - Dimension: Safe

Indicator #8	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	18.49	15.00	corporate target	

### Change Ideas

Change Idea #1 Home to implement a resident focused safety rounds to help identify resident needs and assist them in a timely manner.

Methods	Process measures	Target for process measure	Comments
Staff education for seeking to address 4 key needs Pain Position ( are they comfortable) Possessions (Items they may be seeking) Potty ( do they need to use the bathroom )	number of staff educated	number of falls	Corporate benchmark 13%

Change Idea #2 Review of falls for contributing/root cause factor

Methods	Process measures	Target for process measure	Comments
Falls to be included in monthly CQI meetings	3 of falls reviewed. as well as contributing factors		Outcome of monthly meeting reviews



**Measure - Dimension: Safe**

Indicator #9	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	10.91	17.30	corporate target	

**Change Ideas**

Change Idea #1 Include this on the monthly CQI agenda for discussion. action planning

Methods	Process measures	Target for process measure	Comments
during monthly CQI meetings, the rate of indicator will be discussed.	meeting minutes, new resident who trigger the indicator	reduced by 5% monthly	

Change Idea #2 Participate in corporate lead initiative to reduce Antipsychotic use

Methods	Process measures	Target for process measure	Comments
attend education sessions implement strategies as directed Identify all resident who currently trigger indicator	review at least quarterly at CQI meetings	Corporate benchmarks	

**Measure - Dimension: Safe**

Indicator #10	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of Residents with Restraints	C	% / Residents	CIHI CCRS / Q3 Oct - Dec PCC data	0.00	2.50	Corporate Target	

**Change Ideas**

Change Idea #1 The home plans to remain at 0% for restraint use

Methods	Process measures	Target for process measure	Comments
Discuss all ideas of alternatives with Resident and family members. utilize PASD as appropriate	number of resident with restraints	0% increase in Iler Lodge over the next year	There has not been any demand from family member to use Restraint

Change Idea #2 maintain 0% restraints for all residnets within Iler Lodge

Methods	Process measures	Target for process measure	Comments
continue to provide education to resident and families regarding the risks of restriant use	# of restraints in use in Iler Lodge each quarter	0% increase in use of restraints over the next year	

**Measure - Dimension: Safe**

Indicator #11	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents with worsening pressure ulcers stage 2-4	C	% / Residents	CIHI CCRS / Oct - Dec PCC data	3.40	2.00	Corporate target	

**Change Ideas**

Change Idea #1 We will plan for increasing the number of registered staff qualified to be a Wound care champion.

Methods	Process measures	Target for process measure	Comments
Provide 3M training to one more full time registered staff member increase the number of Wound care champions.	Number of available Wound care champions on site will be 2	2 registered staff one Part Time and one Full Time staff	

Change Idea #2 improved front line staff skills to prevent pressure injuries by identifying preventative Steps to avoid pressure injuries

Methods	Process measures	Target for process measure	Comments
provide 3M training to front line care staff.	number of new pressure injuries Number of worsening pressure injuries review at monthly CQI meetings	no new internally acquired pressure injuries	