

## Experience

### Measure - Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".	O	% / LTC home residents	In house data, interRAI survey / Most recent consecutive 12-month period	CB	CB	CB	

### Change Ideas

#### Change Idea #1

Methods	Process measures	Target for process measure	Comments
			We are prioritizing other areas of focus

**Measure - Dimension: Patient-centred**

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident Satisfaction - Would Recommend	C	Other / LTC home residents	Other / 2023	97.20	75.00	Corporate Target	

**Change Ideas**

Change Idea #1 All Staff will receive customer service training and Heart Approach training.

Methods	Process measures	Target for process measure	Comments
Organize in-person education sessions will all staff on customer service and Heart Approach.	# of educations sessions held monthly.	100% of staff will be re-educated on customer service and Heart Approach by September 2024.	

Change Idea #2 Establish more mentors for new staff.

Methods	Process measures	Target for process measure	Comments
1. Staff educator will assist to recruit more staff to become mentors. 2. New mentors to receive preceptor training	# Mentors in the home.	To add at minimum 2 new mentors.	

## Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Continence Care products are available when I need them.	C	Other / LTC home residents	Other / 2023	77.30	75.00	Corporate Target	

## Change Ideas

Change Idea #1 Education sessions will be provided to residents on the continence products that are available, how they are ordered, where they are stored, how and when they are delivered to ensure residents know that there are always products available.

Methods	Process measures	Target for process measure	Comments
1) Information will be provided DOC/ADOC and Continence Care Champion during Resident's Council to ensure that all questions are answered. 2) The vendor – Prevail will be invited to host education sessions throughout the day for residents & families.	# of residents educated and the # of questions/concerns being brought forward during Resident Council meetings or to the management meetings for each department.	All questions and concerns will be answered and 100% of resident will know that products are available when they are needed.	

Change Idea #2 2) All staff will receive education regarding the processes of delivering products, and where they are located

Methods	Process measures	Target for process measure	Comments
Organize education sessions with all staff on the Continence Care Products, location and the program.	# of education sessions held monthly.	100% of staff will be re-educated on continence care products processes, location and the program.	

## Measure - Dimension: Patient-centred

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
My Care conference is a meaningful discussion that focusses on what's working well and what can be improved and potential solutions.	C	Other / LTC home residents	Other / 2023	85.30	75.00	Corporate Target	

## Change Ideas

Change Idea #1 1) Residents will be asked during Resident's Council if there are specifics that they would like to be discussed at their care conference

Methods	Process measures	Target for process measure	Comments
Discussion at Resident's Council meeting on what what like to be discussed.	# of areas added to be discussed.	100% of Residents will be asked at Resident's Council, and follow up after their care conference.	

Change Idea #2 2) Resident Service Coordinator will encourage resident to attend care conferences and ensure they have no questions.

Methods	Process measures	Target for process measure	Comments
1) Resident will be asked if there is any specific information that they would like to discuss at their care conference prior to the meeting. 2) If resident is unable to come to care conference, Resident Service Coordinator will speak to the resident after the meeting.	Residents will be asked for feedback from the care conference. # of responses received and recommendations brought forward. Residents will be asked at Resident's Council for any feedback. # of responses.	100% of residents who are able to attend care conferences will be asked for feedback on care conference.	

**Measure - Dimension: Patient-centred**

Indicator #5	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I am satisfied with the temperature of my food and beverages.	C	Other / LTC home residents	Other / 2023	80.60	75.00	Corporate Target	

**Change Ideas**

Change Idea #1 Ensure food temperatures are as per policy and meet the expectations of our residents.

Methods	Process measures	Target for process measure	Comments
1) The Nutritional Care Manager will complete audits on different meals on different home areas that will include speaking to the residents. She will also check the food temperatures at the meal service. Dietary staff already check the temperatures. 2) Nutritional Care Manager will ask about the temperatures of the food and find out more information as to what meals, and home areas and make specific plans for those areas.	# Audits completed – Will also discuss at Resident’s Council.		The Audits will be discussed during Residents Council Food Committee Meeting, and the action plan shared.

**Measure - Dimension: Patient-centred**

Indicator #6	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Family Satisfaction – Would Recommend	C	Other / Other	Other / 2023	93.80	85.00	Corporate Target	

**Change Ideas**

Change Idea #1 Provide more communication and education for families regarding programs, clinical programs, and recreation.

Methods	Process measures	Target for process measure	Comments
1) Discuss at Family Council 2) Provide education sessions at the home for families to attend. 3) Send out education via email	# of meetings held with families.	To provide education sessions to as many family members as possible.	

**Measure - Dimension: Patient-centred**

Indicator #7	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Laundry Services are improving	C	Other / Other	Other / 2023	39.30	85.00	Corporate Target	

**Change Ideas**

Change Idea #1 Will provide information in the Resident/Family newsletter on how our laundry is washed and sorted.

Methods	Process measures	Target for process measure	Comments
Information will be provided during care conferences, newsletters, and emails.	# concerns for laundry.	To have a decrease in concerns from laundry.	

Change Idea #2 Instructions will be put in the newsletter regarding labelling and where to put the items to be labelled and ensure clear plastic bags are being used.

Methods	Process measures	Target for process measure	Comments
1) Newsletter is sent out via mail, but will also being sent out via email with ongoing information about laundry in it.	# of follow-up conversations with Resident Service Coordinator with families % of satisfaction with laundry services.	Increase in satisfaction for family satisfaction survey regarding laundry services	

**Measure - Dimension: Patient-centred**

Indicator #8	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
The resident has input into the recreation programs available to the resident.	C	% / Other	Other / 2023	52.40	85.00	Corporate target.	

**Change Ideas**

Change Idea #1 1) Recreation programs will be discussed with residents on the home areas at programs to inquire about what other programs they would like. 2) Continue to discuss at Resident Council.

Methods	Process measures	Target for process measure	Comments
Activity aid will plan a meeting monthly with their residents to discuss next month's activities.	Each activity aid to present at monthly planning meeting with manager what activities the residents want.	Every month the activity aide are able to present to their managers their calendar for the following month.	



## Safety

### Measure - Dimension: Safe

Indicator #9	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	10.37	15.00	corporate target	

### Change Ideas

Change Idea #1 Weekly interdisciplinary falls meeting to discuss falls and interventions in place to prevent falls and falls with injuries.

Methods	Process measures	Target for process measure	Comments
1) Falls lead will ensure all interventions have been communicated to staff. 2) Falls leads to review new interventions proposed by staff and implement them.	# interdisciplinary falls meetings.	Stay below target for % of LTC residents who fell in the 30 days leading up to their assessment.	

Change Idea #2 Review falls daily on Morning report to ensure all information has been gathered and interventions have been identified.

Methods	Process measures	Target for process measure	Comments
Managers will discuss every fall during morning report, and provide feedback to the interdisciplinary team regarding trends.	# of Falls that occur and when and where they are occurring.	Stay below target for % of LTC residents who fell in the 30 days leading up to their assessment.	

**Measure - Dimension: Safe**

Indicator #10	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	10.59	17.30	corporate target	

**Change Ideas**

Change Idea #1 Medication reviews completed for all residents currently prescribed antipsychotics.

Methods	Process measures	Target for process measure	Comments
Review all residents who are currently prescribed antipsychotics 2) Review plan of care for supporting diagnosis 3) If no diagnosis, team will review and implement reduction strategy process	# of residents reviewed monthly # of plans of care reviewed that have supporting diagnosis # of reduction strategies implemented monthly	All residents currently prescribed antipsychotics will have a medication review completed by July 2024.	

Change Idea #2 Education for nursing staff on documentation when residents have hallucinations or delusions.

Methods	Process measures	Target for process measure	Comments
Organize education sessions with nursing staff on documentation.	# of education sessions held monthly.	100% of staff will be re-educated on documentation by Sept 2024	

**Measure - Dimension: Safe**

Indicator #11	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
% of LTC residents with restraints	C	% / LTC home residents	Other / PCC Data	1.90	2.50	Corporate Target	

**Change Ideas**

Change Idea #1 Re-educate Staff on restraint policy and use of alternatives to restraints.

Methods	Process measures	Target for process measure	Comments
Organize education sessions with all staff on restraint policy and alternatives to restraints.	# educations sessions held monthly. # residents reviewed monthly # of meetings held with families/residents to discuss alternatives monthly # of action plans in place for reduction of restraints in collaboration with family/resident monthly	100% of POA's who's family member has a restraint will be educated on restraint policy by September 2024.	

Change Idea #2 Educate Families on restraint policy and use of alternatives to restraints.

Methods	Process measures	Target for process measure	Comments
1) Organize education sessions with families at Family Council 2) Provide information in the newsletter on restraint policy and alternatives to restraints.	# of education sessions held with families.	100% of staff will be re-educated on restraint policy.	

**Measure - Dimension: Safe**

Indicator #12	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
% of LTC residents with worsened ulcers stages 2-4	C	% / LTC home residents	Other / Oct-Dec 2023	0.00	2.00	Corporate target	

**Change Ideas**

Change Idea #1 Improve Registered staff knowledge on identification and staging of pressure injuries, and ensure they are following policy.

Methods	Process measures	Target for process measure	Comments
Provide in-person education for Registered staff on correct staging of pressure injuries and the Wound Care Program.	# of education sessions provided for Registered staff on Wound Care Program.	100% of registered staff will have received education on identification and staging of pressure injuries and Wound Care Program by September 2024.	

Change Idea #2 Provide education for our Personal Support Worker's on the Wound Care Program to ensure they are reporting appropriately to the registered staff.

Methods	Process measures	Target for process measure	Comments
In-person education sessions.	# education sessions provided for our Personal Support Workers on the Wound Care Program and identifying wounds, etc.	100% of personal support workers will be educated by September 2024.	