

Experience

Measure - Dimension: Patient-centred

| Indicator #1 | Type | Unit / Population | Source / Period | Current Performance | Target | Target Justification | External Collaborators |
|---|------|------------------------|---|---------------------|--------|----------------------|------------------------|
| I am satisfied with the food and beverages served to me | C | % / LTC home residents | In-house survey / September to October yearly | 53.60 | 68.90 | Corporate Target | |

Change Ideas

Change Idea #1 Food Service manager will engage regularly with the residents at the home to gather input and suggestions of the food and beverages served.

| Methods | Process measures | Target for process measure | Comments |
|--|--|--|----------|
| 1)FSM will provide education surrounding order guide and available products to the residents by April 1, 2024. | Verbal satisfaction will be obtained from the residents during meal and snack service. Verbal surveys will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into further food and beverage options. These will be documented on the Food Service Managers Manager by WalkABOUTs. | 75% of the long-term care home residents who have the ability to verbally communicate will participate in the verbal survey by April 25, 2024. | |

Change Idea #2 Food Service manager will engage regularly with the residents at the home to gather input and suggestions of the food and beverages served.

| Methods | Process measures | Target for process measure | Comments |
|--|--|--|----------|
| 2)FSM will attend resident council and food committee meeting to discuss food and beverage options, asking for input from the residents. | Verbal satisfaction will be obtained from the residents during meal and snack service. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into further food and beverage options. | 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024. | |

Change Idea #3 Food Service manager will engage regularly with the residents at the home to gather input and suggestions of the food and beverages served.

| Methods | Process measures | Target for process measure | Comments |
|---|--|--|----------|
| 3)FSM will have food committee meetings monthly along with resident council, gathering input from the resident's surrounding variety of beverages, specifically asking what food and beverage choice you would like to see? | Verbal satisfaction will be obtained from the residents during meal and snack service. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into further food and beverage options. | 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024. | |

Change Idea #4 Food Service manager will engage regularly with the residents at the home to gather input and suggestions of the food and beverages served.

| Methods | Process measures | Target for process measure | Comments |
|--|--|--|----------|
| 4)The FSM will complete rounds of tables at different meal services to monitor quality of food and beverages and obtain feedback from residents. | Verbal satisfaction will be obtained from the residents during meal and snack service. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into further food and beverage options. | 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024. | |

Measure - Dimension: Patient-centred

| Indicator #2 | Type | Unit / Population | Source / Period | Current Performance | Target | Target Justification | External Collaborators |
|--|------|------------------------|---|---------------------|--------|----------------------|------------------------|
| I am satisfied with the quality of the laundry services for my personal clothing | C | % / LTC home residents | In-house survey / September to October yearly | 59.10 | 79.30 | Corporate Target | |

Change Ideas

Change Idea #1 Environmental services manager will engage regularly with the residents at the home to gather input and suggestions, as well as address any concerns and challenges regarding the quality of laundry services within the home.

| Methods | Process measures | Target for process measure | Comments |
|---|---|---|----------|
| 1)ESM will attend resident council to discuss quality of laundry services and address specific concerns. Example, clothing is fading, or labels are falling off by April 20, 2024. ESM will continue to attend resident council if invited. | Verbal satisfaction or dissatisfaction will be obtained from the residents during walkabouts in the home. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into the quality of laundry services for personal clothing. | 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024 | |

Change Idea #2 Environmental services manager will engage regularly with the residents at the home to gather input and suggestions, as well as address any concerns and challenges regarding the quality of laundry services within the home.

| Methods | Process measures | Target for process measure | Comments |
|--|---|--|----------|
| 2)ESM will complete process audit of laundry service and quality by April 28, 2024, along with retraining of all laundry staff on laundry process with quality checks of clothing and delivery | Verbal satisfaction or dissatisfaction will be obtained from the residents during walkabouts in the home. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into the quality of laundry services for personal clothing. | 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024. | |

Measure - Dimension: Patient-centred

| Indicator #3 | Type | Unit / Population | Source / Period | Current Performance | Target | Target Justification | External Collaborators |
|----------------------------|------|------------------------|---|---------------------|--------|----------------------|------------------------|
| I have friends in the home | C | % / LTC home residents | In-house survey / September to October yearly | 59.30 | 71.30 | Corporate Target | |

Change Ideas

Change Idea #1 Residents will have a sense of community and belonging within the home. Residents will have the opportunities to cultivate friendships during social activities, group trips and mealtimes.

| Methods | Process measures | Target for process measure | Comments |
|--|--|--|----------|
| All residents will have an individual recreational assessment completed to determine areas of interest. The recreational manager will pair residents with similar interests at different activities helping to create the space for friendships to grow. | Recreation manager will engage regularly with the residents at the home to gather input and suggestions for activities and programs to meet friends, as well as address any concerns and challenges regarding the barriers to creating friendships. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into making friendships and bonds, and potential barriers in doing so. | 75% of the long-term care home residents who can verbally communicate will participate in the verbal survey by April 25, 2024. | |

Change Idea #2 Residents will have a sense of community and belonging within the home. Residents will have the opportunities to cultivate friendships during social activities, group trips and mealtimes.

| Methods | Process measures | Target for process measure | Comments |
|--|---|---|----------|
| All residents will have an individual recreational assessment completed to determine areas of interest. The recreational manager will pair residents with similar interests at different activities helping to create the space for friendships to grow. | Recreation manager will gather more residents to attend resident council meetings monthly. Information surrounding the council will be provided as well as an open forum to discuss ideas for recreational programming and friendship making. | Verbal satisfaction or dissatisfaction with friendship making opportunities will be obtained from the residents during walkabouts in the home. Verbal survey will be conducted within the first 4 months of the year to determine satisfaction and to gather further input into making friendships and bonds, and potential barriers in doing so. | |

Measure - Dimension: Patient-centred

| Indicator #4 | Type | Unit / Population | Source / Period | Current Performance | Target | Target Justification | External Collaborators |
|--|------|------------------------|---|---------------------|--------|----------------------|------------------------|
| Would recommend this home to others (Family) | C | % / LTC home residents | In-house survey / September to October yearly | 68.80 | 85.00 | Corporate Target | |

Change Ideas

Change Idea #1 All families will be given information and education on the family council forum and option/invitation to attend monthly. Goal will be to establish a framework for families to speak freely about if they would recommend the home to others.

| Methods | Process measures | Target for process measure | Comments |
|--|--|--|----------|
| Newsletters and posters throughout the home will be used to communicate the purpose of council and to encourage new members to attend. | During the family council meetings, families will have the opportunity to discuss why or why they would not recommend the home to others. Challenges will be discussed, and action items identified with an improvement plan. Each month update will be given to demonstrate action to the items addressed and improvements. | Goal to have the percentage of would recommend increase to 80%, as family council attendance will grow to more members. Open door policy for all managers adopted for timely resolution of issues within the home. | |

Change Idea #2 All families will be given information and education on the family council forum and option/invitation to attend monthly. Goal will be to establish a framework for families to speak freely about if they would recommend the home to others.

| Methods | Process measures | Target for process measure | Comments |
|---|--|--|----------|
| Family tea and/or BBQ to gather families will be arranged quarterly to entice family members to come to the home to meet the leadership team. During this time family council will be discussed and the goals of the forum. Activities and special events will also be discussed during these events. | During the family council meetings or social gathering BBQs and events, families will have the opportunity to discuss why or why they would not recommend the home to others. Challenges will be discussed, and action items identified with an improvement plan. Each month's update will be given to demonstrate action to the items addressed and improvements. | Goal to have the percentage of would recommend increase to 80%, as family council attendance will grow to more members. Open door policy for all managers adopted for timely resolution of issues within the home. | |

Measure - Dimension: Patient-centred

| Indicator #5 | Type | Unit / Population | Source / Period | Current Performance | Target | Target Justification | External Collaborators |
|---|------|------------------------|---|---------------------|--------|----------------------|------------------------|
| Overall, I am satisfied with laundry, cleaning and maintenance services | C | % / LTC home residents | In-house survey / September to October yearly | 25.00 | 65.50 | Corporate Target | |

Change Ideas

Change Idea #1 Environmental services manager will engage regularly with the family members at the home to gather input and suggestions, as well as address any concerns and challenges regarding the laundry, cleaning and maintenances services.

| Methods | Process measures | Target for process measure | Comments |
|---|---|--|----------|
| 1)ESM to attend family council to discuss laundry, cleaning and maintenances services provided within the home. Goal will be to gain a better understanding of the challenges and areas in need of improvement. | Verbal satisfaction or dissatisfaction will be obtained from the families present in the home in relation to laundry, cleaning, and maintenance services during the environmental service managers' walkabouts. Email survey will be conducted within the first 4 months of the year to determine the family members' satisfaction and to gather further input into laundry, cleaning and maintenance services. | 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024. | |

Change Idea #2 Environmental services manager will engage regularly with the family members at the home to gather input and suggestions, as well as address any concerns and challenges regarding the laundry, cleaning and maintenances services.

| Methods | Process measures | Target for process measure | Comments |
|--|---|--|----------|
| 2)Monthly family newsletter to include information on the laundry process, cleaning and maintenance updates throughout the home. ESM to conduct tour of the laundry system/process for the families at family council. | Email survey to be sent to all families within the first 4 months of the year to determine satisfaction and to gather further input into the quality of environmental services within the home. | 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024. | |

Measure - Dimension: Patient-centred

| Indicator #6 | Type | Unit / Population | Source / Period | Current Performance | Target | Target Justification | External Collaborators |
|---|------|------------------------|---|---------------------|--------|----------------------|------------------------|
| I have an opportunity to provide input on food and beverage options | C | % / LTC home residents | In-house survey / September to October yearly | 26.70 | 51.00 | Corporate Target | |

Change Ideas

Change Idea #1 Food Service manager will engage regularly with the resident families at the home to gather input and suggestions of the food and beverages served.

| Methods | Process measures | Target for process measure | Comments |
|--|---|--|----------|
| 1)FSM will attend family council to discuss food and beverage options, asking for input from the families, offering suggestions and alternatives as applicable | Verbal satisfaction will be obtained from the families present in the home during meal and snack service. Email survey will be conducted within the first 4 months of the year to determine the family members satisfaction and to gather further input into further food and beverage options. | 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024. | |

Change Idea #2 Food Service manager will engage regularly with the resident families at the home to gather input and suggestions of the food and beverages served.

| Methods | Process measures | Target for process measure | Comments |
|---|--|--|----------|
| 2)The FSM will complete rounds of tables at different meal services and snack times to monitor quality of food and beverages and obtain feedback from families present during the meal and snack times. | Verbal satisfaction will be obtained from the families present in the home during meal and snack service. Email survey will be conducted within the first 4 months of the year to determine the family members' satisfaction and to gather further input into further food and beverage options. | 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024. | |

Measure - Dimension: Patient-centred

| Indicator #7 | Type | Unit / Population | Source / Period | Current Performance | Target | Target Justification | External Collaborators |
|---|------|------------------------|---|---------------------|--------|----------------------|------------------------|
| I am satisfied with the quality of the laundry services for personal clothing | C | % / LTC home residents | In-house survey / September to October yearly | 35.70 | 70.70 | Corporate Target | |

Change Ideas

Change Idea #1 Environmental services manager will engage regularly with the family members at the home to gather input and suggestions, as well as address any concerns and challenges regarding the quality of laundry services within the home.

| Methods | Process measures | Target for process measure | Comments |
|--|---|--|----------|
| 1)ESM to attend family council to discuss quality of laundry services and address specific concerns. Example, clothing is fading, or labels are falling off by April 28, 2024. | Family newsletter to include information on the laundry process and email survey to be sent to all families within the first 4 months of the year to determine satisfaction and to gather further input into the quality of laundry services for personal clothing. | 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024. | |

Change Idea #2 Environmental services manager will engage regularly with the family members at the home to gather input and suggestions, as well as address any concerns and challenges regarding the quality of laundry services within the home.

| Methods | Process measures | Target for process measure | Comments |
|--|---|--|----------|
| 2)ESM will complete process audit of laundry service and quality by April 28, 2024, along with retraining of all laundry staff on laundry process with quality checks of clothing and delivery | Family newsletter to include information on the laundry process and email survey to be sent to all families within the first 4 months of the year to determine satisfaction and to gather further input into the quality of laundry services for personal clothing. | 100% of the long-term care home resident families who are willing to participate in the email survey will be surveyed by April 25, 2024. | |

Measure - Dimension: Patient-centred

| Indicator #8 | Type | Unit / Population | Source / Period | Current Performance | Target | Target Justification | External Collaborators |
|---|------|------------------------|--|---------------------|--------|----------------------|------------------------|
| I would recommend this home to others (Resident) | C | % / LTC home residents | In-house survey / September to October | 77.80 | 75.00 | Corporate Target | |

Change Ideas

Change Idea #1 All residents will be given information and education on the resident council forum and option/invitation to attend monthly. Goal will be to establish a framework for residents to speak freely about if they would recommend the home to others.

| Methods | Process measures | Target for process measure | Comments |
|--|---|----------------------------|---|
| Newsletters and posters throughout the home will be used to communicate the purpose of the resident's council and to encourage new members to attend. Recreation staff will canvas residents and encourage them to attend the meeting monthly. | Resident tea and/or BBQs and social events to gather residents together will be arranged quarterly to entice residents to attend resident's council. During this time current resident's council members will discuss the goals of the forum. Activities and special events will also be discussed during these events. | | During the resident council meetings or social gathering BBQs and events, residents will have the opportunity to discuss why or why they would not recommend the home to others. Challenges will be discussed, and action items identified with an improvement plan. Each month's update will be given to demonstrate action to the items addressed and improvements. |

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 | 13.23 | 13.00 | Corporate Target | |

Change Ideas

Change Idea #1 1)Establish a weekly cadence for multidisciplinary meetings to review residents with falls, as well as to review interventions required to reduce falls with injury

| Methods | Process measures | Target for process measure | Comments |
|---|--|--|----------|
| 2)Team will review the residents screened as a high-risk for falls weekly to identify individual needs and preferences in relation to fall and injury prevention. Care plan will be reviewed and updated to include interventions that have been successful and interventions that will be trialed. | all residents who are at a high risk for falls will have a fulsome review and an accurate care plan to address fall needs. | Monthly the number of resident falls will decrease | |

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 | 21.19 | 18.00 | Corporate Target | |

Change Ideas

Change Idea #1 Establish a weekly cadence for multidisciplinary meetings to review residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment.

| Methods | Process measures | Target for process measure | Comments |
|--|--|---|----------|
| Individual residents meeting this definition will be reviewed. A thorough medical history, and behavioral challenges will be reviewed through a multidisciplinary approach. Non-pharmacological appropriate approaches will be reviewed, and the plan of care updated to reflect the same. Pharmacy team members will be engaged for further medication management, with appropriate medications used if required. | weekly residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment will be reviewed and plan created to either diagnose the resident appropriately or to utilize other methods of treatment including non-pharmacological approaches and other medication choices that are beneficial, not utilizing antipsychotic medication. | The Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment will reduce | |

Measure - Dimension: Safe

| Indicator #11 | Type | Unit / Population | Source / Period | Current Performance | Target | Target Justification | External Collaborators |
|------------------------------------|------|------------------------|---|---------------------|--------|----------------------|------------------------|
| Worsened Stage 2-4 pressure injury | C | % / LTC home residents | In house data, interRAI survey / CIHI CCRS/July 2023-September 2023 (Q2 2023/24) with rolling 4 quarter average | 2.00 | 2.00 | Corporate target | |

Change Ideas

Change Idea #1 All residents with a worsened stage 2-4 pressure ulcer with have a fulsome assessment by the interdisciplinary care team to determine approach to wound healing

| Methods | Process measures | Target for process measure | Comments |
|---|--|--|----------|
| Resident will be assessed holistically, physical needs including positioning, therapeutic surface, pain management, dietary needs and supplements, as well as recovery driven assessments related to resident wishes and goals of care. Wound algorithm will be followed, external wound care specialist will also be utilized. | Resident will have a new treatment plan put into place. If after three weeks we have not seen progression in wound healing, assessment will be completed holistically with interdisciplinary team members (nursing, PT, MD, PSW, RD, RES, family) to create a new treatment plan. This cadence will continue until we see wound healing progression. | we will have a decrease in the number of residents with worsened stage 2-4 pressure injury.. | |

Measure - Dimension: Safe

| Indicator #12 | Type | Unit / Population | Source / Period | Current Performance | Target | Target Justification | External Collaborators |
|---------------------|------|------------------------|--|---------------------|--------|----------------------|------------------------|
| Restraint Reduction | C | % / LTC home residents | In house data, interRAI survey / CIHI CCRS/July 2023-September 2023 (Q2 2023/24), with rolling 4 quarter average | 2.50 | 4.00 | Corporate target | |

Change Ideas

Change Idea #1 Home of least restraint. All residents will have a fulsome assessment on admission, annually and as needed to determine needs, using PASD's as appropriate instead of a restraining device.

| Methods | Process measures | Target for process measure | Comments |
|--|---|---|----------|
| All residents will have an admission assessment, quarterly assessment, and annual assessment to determine need for PASD. | assessments will be reviewed by the interdisciplinary team. Education will be provided to families who wish for a restraining device. Home will use alternatives to all restraining devices such as positioning aids, easy release belts, Montessori interventions and alternatives, BSO, non-pharmacological methodologies | The home will continue to have zero restraints. | |