

Experience

Measure - Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident Satisfaction: Communication	C	% / LTC home residents	In-house survey / 2023	49.10	85.00	85%, Corporate Target	

Change Ideas

Change Idea #1 Increase opportunities to obtain feedback and improve overall communication with residents by the home's Leadership Team.

Methods	Process measures	Target for process measure	Comments
1) Request to be invited to Resident's Council meeting. 2) Share with residents results of resident/family survey results. Obtain feedback from residents regarding home updates.	1) # of meetings attended by Leadership with Resident Council per year to share/obtain feedback.	1) Improved communication with residents by the Leadership Team, July 2024.	

Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Family Satisfaction I have an opportunity to provide input on food and beverage options.	C	% / Family	In-house survey / 2024 survey results	64.30	85.00	Corporate Target	

Change Ideas

Change Idea #1 To provide opportunities for additional input into seasonal menus by obtaining feedback from Family Council.

Methods	Process measures	Target for process measure	Comments
1) Ask to be included in agenda to discuss seasonal menus at Family council meetings. 2) Obtain feedback by attending Family Council. Spring & Fall/2024 3) implement recommendations as able.	1) # of family council meetings attended 2) # of recommendations received 3) # of recommendations implemented	Opportunities for family council to provide input into seasonal menus will be completed by October 2024.	

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Family Satisfaction Satisfied with timing & schedule Spiritual Care Services.	C	% / Family	In-house survey / 2023 Survey	66.70	85.00	Corporate Target	

Change Ideas

Change Idea #1 To provide opportunities for input & share action plan regarding timing & schedule of Spiritual Care Services at Family Council Meeting.

Methods	Process measures	Target for process measure	Comments
1) Program Manager, review current schedule & times of monthly Spiritual Care Services. 2) Obtain feedback by attending Family Council meeting. 3) Implement recommendations as able into monthly Spiritual Care Services.	1) # of suggestions provided by family. 2) # of recommendations received. 3) # of recommendations implemented.	1) Increase # of new Spiritual Care Services that provide a variety of different times on the monthly Program Calendar by April 2024.	

Measure - Dimension: Patient-centred

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident Satisfaction Quality of Dining	C	% / LTC home residents	In-house survey / 2023	63.20	85.00	Corporate Target	

Change Ideas

Change Idea #1 Improve overall dining services by re-establishing the Pleasurable Dining Program for residents.

Methods	Process measures	Target for process measure	Comments
1) Dietary Manager to obtain feedback from residents at the Food Committee Meetings. Feb/2024. 2) Establish a dining audit schedule including food tasting. (March 2024) 3) Develop an action plan to address the trends identified.(March 2024) 4) Provide feedback to Resident Food Committee regarding action plan. (March 2024) 5) Implement action plan from trends identified. (April 2024)	1) Ongoing feedback from Resident Food Committee Meetings. 2) On-going dining audits completed by managers. 3) Dietary Manager to complete daily rounds at meals. Obtain resident feedback.	1) Improved meal, beverage & dining services for residents, by June 2024. 2)# of dining audits completed with significant improvements noted.	

Measure - Dimension: Patient-centred

Indicator #5	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident Satisfaction: Would you recommend the home.	C	% / LTC home residents	In-house survey / 2023 Survey	82.43	85.00	Corporate Target	

Change Ideas

Change Idea #1 1) Provide opportunities for residents & leadership team to meet together.

Methods	Process measures	Target for process measure	Comments
1) Attend Resident Council and obtain feedback 2) Arrange for # of coffee socials between residents & leadership team throughout the year.	1) # of coffee socials attended per year by Leadership team. 2) Leadership daily walk arounds & open door policy.	1) 100 % socials attended by Leadership Team and daily walk arounds fully implemented by December 2024.	

Measure - Dimension: Patient-centred

Indicator #6	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Family Satisfaction Would you recommend the home	C	% / LTC home residents	In-house survey / 2023 Survey	94.10	95.00	We have exceeded Extendicare target of 85% but wish to continually improve.	

Change Ideas

Change Idea #1 Create different forums of opportunities to obtain feedback and provide home updates with families.

Methods	Process measures	Target for process measure	Comments
1) Request for Leadership to be invited to Family Council to share information & obtain feedback. 2) Hold town hall meetings with Families.	1) # of suggestions provided by family. 2) # of recommendations implemented by family.	1) # of Family Council Meetings, Leadership attended, December 2024 2) # of Town Hall meetings held with Families, December 2024	We exceeded Corporates target for 2023.

Safety

Measure - Dimension: Safe

Indicator #7	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	21.95	15.00	Corporate Target	

Change Ideas

Change Idea #1 Implement specific activity program at afternoon change of shift for residents who are high risk for falls.

Methods	Process measures	Target for process measure	Comments
1. Review current high-risk residents for falls to identify their needs/preferences for activities. 2. Implement program during afternoon change of shift to engage residents and prevent falls.	# of resident reviewed for activity needs/preferences weekly. # of activity programs that occur during change of shift in afternoon weekly.	Specific activity program at afternoon change of shift will be implemented by June 2024. # of programs added at afternoon shift.	

Measure - Dimension: Safe

Indicator #8	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	13.55	13.00	Continue to maintain results better than Extendicare 17.3% target.	Medisystem Pharmacy, Behavioural Support Ontario

Change Ideas

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

Methods	Process measures	Target for process measure	Comments
1) Review all residents who are currently prescribed antipsychotic's. 2) Review plan of care for supporting diagnosis 3) if no diagnosis, team will review and implement reduction strategy process. 4) Provide families with best practice information on reducing antipsychotics.	1) #of residents reviewed monthly. 2) # of plans of care reviewed the have supporting diagnosis. 3) # of reduction strategies implemented monthly. 4) # of families provided with best practice information.	1) All residents currently prescribed antipsychotics will have a medication review completed by July 2024. # of med reviews.	We are exceeding the bench mark.

Measure - Dimension: Safe

Indicator #9	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
% of residents with restraints	C	% / LTC home residents	In house data, interRAI survey / 2024	1.60	1.50	Continuing to maintain improvement better than 2.5% Corporate Target	Achieva

Change Ideas

Change Idea #1 Review current restraints and determine plan for trialing alternatives to restraints.

Methods	Process measures	Target for process measure	Comments
1) Review all residents currently utilizing restraints 2) Meet with family/resident to discuss alternatives	# of resident reviewed monthly # of meetings held with families/residents to discuss alternates	100% of restraints will be reviewed and plans implemented for trialing alternatives by Sept. 2024	

Measure - Dimension: Safe

Indicator #10	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	CIHI portal / 2024	2.40	2.00	Corporate Target	3M/Solventum, NSWOC

Change Ideas

Change Idea #1 Review current bed systems/surfaces for residents with PURS score 3 or greater. 2) Improve Registered staff knowledge on identification.

Methods	Process measures	Target for process measure	Comments
1) Develop list of residents with PURS score 3 or greater. 2) Skin and Wound Team to review resident list to determine if surface meeting their needs. 3) Replace mattress/surface if required.	# of resident with PURS score 3 or greater. # of reviews completed of bed surfaces/mattresses monthly. # of bed surfaces/mattresses replaced monthly.	# of reviews current bed systems/surfaces for residents with PURS score 3 or greater will be completed by August 2024.	