

Experience

Measure - Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Would recommend this home to other families	C	% / Family	Other / 2023	73.70	75.00	Looking to increase year over year while creating strong bonds of trust and open communication with families	

Change Ideas

Change Idea #1 Increase family recommendation through trust and open communication.

Methods	Process measures	Target for process measure	Comments
All managers to attend quarterly Family Town Hall sessions to distribute updates from each department. Maintain open door policy and encourage families to attend Family Council Town Halls. Share information on how to contact members of the leadership team. Share important updates through monthly newsletter	Add up to date leadership contact list to move in checklist. Share changes and updates at the quarterly Family Council Town Hall meetings/	Add upto date leadership contact list to move in checklist by April 2024 Share changes and updates at the quarterly Family Council Town Hall meetings commencing in March 2024	

Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
The resident has input into recreation programs available to	C	% / Family	Other / 2023	28.60	60.00	Striving to improve and increase previous years performance	

Change Ideas

Change Idea #1 To increase awareness of program development process and ensure residents and families know when new programs are being implemented and where to share their input.

Methods	Process measures	Target for process measure	Comments
- Utilize Activity Pro option for feedback post event. - Post on communication board when we are seeking input for particular programs - Provide education to families about when we communicate and get input from residents for programs - Discussions at care conference to discuss program wants	Request ongoing feedback from families on how we are communicating and to share how to do this at quarterly Family Council Town Halls	An increase from 2023 indicators on the 2024 Family Satisfaction Survey	

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I have the opportunity to provide input on food and beverage	C	% / Family	Other / 2023	28.60	60.00	Striving to increase from previous years indicators	

Change Ideas

Change Idea #1 To ensure families are aware how to provide input into resident food options.

Methods	Process measures	Target for process measure	Comments
- education for families regarding dietician referrals and residents input regarding - Inform families when we are going to be seeking input from - Discussing opportunities with families to informs us of loved ones preferences ie care conferences, move in, at any time - utilize Activity Pro to upload Menu for families to see - invite families with CPS score of 2 or below to inform home of food preferences	Ensuring menu is uploaded to ActivityPro monthly Requesting any food preferences to move in day process. Having Food Service Manager visit new residents within 72 hours of move in to review nutritional needs	Checklist to be updated with food and beverage preference on move in checklist by April 2024 Adding move in visits of new residents to FSM process by April 2024	

Measure - Dimension: Patient-centred

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
There is a good choice of continence care products	C	% / Family	Other / 2023	43.80	60.00	To align with corporate outcomes	

Change Ideas

Change Idea #1 Educate families of the range of incontinence products available and inform them they can approach any staff member to answer any questions they may have.

Methods	Process measures	Target for process measure	Comments
- Ask at care conference if there are any concerns with the products - Add information section to monthly newsletter to inform of families of available products - Remind families and residents that they can speak to staff at any time if they feel their products are not up to their needs.	To add incontinence education and information to May 2024 newsletter Share at Family Council Town Hall that families are welcome to speak to staff about continence care needs. Discuss incontinence needs and product options at annual care conferences.	Add incontinence section to May 2024 newsletter Add discussion topic to agenda for the March 28 2024 Family Council Town Hall and bi annually thereafter	

Measure - Dimension: Patient-centred

Indicator #5	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Would recommend this home to others	C	% / Residents	Other / 2023	95.70	96.00	Striving to always outperform previous year while delivering best care and service possible	

Change Ideas

Change Idea #1 To maintain and increase resident recommendation of home.

Methods	Process measures	Target for process measure	Comments
Improve communication with residents and families by updating Quality Boards and sharing relevant information about the home. Increasing opportunities for social engagement both with fellow residents and the community through events and facilitated programs.	Review at resident Council monthly to evaluate events and programs	Improved social interaction and social opportunities with peers and community members.	

Measure - Dimension: Patient-centred

Indicator #6	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I have friends in the home.	C	% / Residents	Other / 2023	57.10	65.00	Align with Corporate Target	

Change Ideas

Change Idea #1 Create opportunities for residents to have social interactions that foster relationships and increased socialization and wellbeing.

Methods	Process measures	Target for process measure	Comments
Collaborating with resident to see what types of events they would like to invite staff to attend to help facilitate discussion among residents. Provide LTC residents with activity calendar of events that are being hosted throughout the home. Growing our volunteer base to support more friendly visits. Create social gatherings monthly to provide social opportunities with staff as well as residents to build relationships - Introduce joint social events with RET to expand friendship circles -Provide rec calendar to cognitive residents to inform them of events in RET and SA - Continue to promote volunteer and student placements in the home to support friendly visits	-Follow up with residents' council to see what they would like to see and how they could assist with building friendships.	Improved social interactions and social opportunities with peers and community.	

Measure - Dimension: Patient-centred

Indicator #7	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I am satisfied with the temperature of my food and beverages.	C	% / Residents	Other / 2023	62.50	65.00	Align with corporate goals.	

Change Ideas

Change Idea #1 Improve resident satisfaction with meal service by improving food temperatures.

Methods	Process measures	Target for process measure	Comments
- Ensure cooks are taking temps at both production and service - trial plate covers to ensure food remains at temp during meal service	Audits of temperature logs to ensure they are being tracked both at production and meals service. Review with Resident Council and Food Committee on how this indicator is trending and request ongoing feedback		Review at monthly Resident Council and Food Committee meetings.

Measure - Dimension: Patient-centred

Indicator #8	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I am updated regularly about changes in the home	C	% / Residents	Other / 2023	65.00	70.00	Align with Corporate Targets	

Change Ideas

Change Idea #1 Create visual displays that are eye catching and more visually appealing to share information within the home

Methods	Process measures	Target for process measure	Comments
- currently using dial my calls, notices on resident tables, display boards, news letter, - making current display/ communication board more visually attractive, less cluttered. - adding relevant info from staff huddle to communication board daily. Utilize quality board, bottom half, yellow background etc -add visual display to catch resident attention and communicate to both residents and families	The Resident Satisfaction Survey for 2024 will be used to validate improvement. Throughout the year we will monitor feedback at resident council meetings and trending of CSRs for satisfaction or areas requiring improvement.	Monthly Resident Council meetings and quarterly Family Council Town Halls	

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	15.83	15.00	To consistently have a fall % below 15% to align with LTC division targets	

Change Ideas

Change Idea #1 create list of residents that frequently fall. The PSA will be assigned to circulate with the residents that are in this category.

Methods	Process measures	Target for process measure	Comments
Use recreation Hearts and Hands program. Ensure recreation and PSAs are monitoring residents to review, pain, positioning, if their wheelchair pedals are impeding their ability to self-navigate, and ask if they need to void.	Monthly falls meetings will be held to review falls and residents who are experiencing repeated falls. Ensure that we are utilizing an interdisciplinary approach to reviewing prevention strategies. Monthly QI interdisciplinary meetings to be held on the last Thursday of each month to review falls.	Less residents with repeated falls. Getting our percentage under target	

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	19.13	17.30	Our goal is to meet or exceed our corporate target	

Change Ideas

Change Idea #1 proper diagnosis and review and careful weaning of antipsychotics,

Methods	Process measures	Target for process measure	Comments
pain consultant is coming to review residents as pain driving the responsive behaviours	Monthly meetings with registered staff, physician and regional team to review ongoing measures to align with target.	We have set a goal to meet or exceed the 17.3% target	

Measure - Dimension: Safe

Indicator #11	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
% of LTC residents with worsened ulcers stages 2-4	C	% / Residents	POC/PCC Audits / 2023	1.81	2.00	Corporate Target	

Change Ideas

Change Idea #1 Ongoing education of all staff on pressure ulcers. Review bed systems for all residents with a PURS score of 3 or greater with Registered staff

Methods	Process measures	Target for process measure	Comments
Continued education to registered staff on correctly staging pressure ulcers	Staff education of staging pressure injuries. Review of residents with PURS score of 3 or greater. Review of bed systems	All registered staff to be reeducated on pressure ulcers and bed systems/surfaces by August 2024	

Measure - Dimension: Safe

Indicator #12	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
% of LTC residents with daily restraints	C	% / Residents	POC/PCC Audits / 2023	0.00	2.50	Corporate Target	

Change Ideas

Change Idea #1 Education of all staff on restraint policies and alternative measures. Offer education to families/caregivers and residents on the restraint policy and the alternatives.

Methods	Process measures	Target for process measure	Comments
Annual education to review policy and procedures regarding restraints. Review at Family Council and offer education.	Ongoing education with all staff and any family members who would like to obtain more information.	All staff will be reeducated on restraint policy by September 2024	