

Experience

Measure - Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident Satisfaction – Would Recommend Home	C	% / LTC home residents	In-house survey / 2023	54.20	85.00	To continue to improve results and be better than Extencicare target of 85%	

Change Ideas

Change Idea #1 Increase communication with the residents through Townhall meetings.

Methods	Process measures	Target for process measure	Comments
Implement monthly town halls where the home can share updates to residents.	# of town halls during the year	Townhalls to begin April 2024.	

Change Idea #2 Increase communication with Resident council

Methods	Process measures	Target for process measure	Comments
1)Ensure that we are providing resident council with updates on a regular basis and including them in decisions or changes when able to. Through 2)Resident Council meetings, asking resident council to consider inviting Admin. and other members of management to resident council meetings. 3)Through town halls and monthly newsletters.	# of times management have been invited to resident council meetings # of town halls # of monthly newsletters	Attend Resident Council meetings to provide updates starting in May 2024.	

Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
If I need help right away, I can get it.	C	% / LTC home residents	In-house survey / 2023	30.40	85.00	To continue to improve results and be better than Extendicare target of 85%	

Change Ideas

Change Idea #1 Implement improved rounding to ensure residents needs are met in a timely manner.

Methods	Process measures	Target for process measure	Comments
1)Create education for all staff regarding regular rounding expectations. 2)Host education sessions for all PSW staff related to the expectations of regular rounding. 3)Begin regular rounding with new expectations when education is completed. 4)Provide opportunity for suggestions and follow up from PSWs to improve regular rounding on an ongoing basis. 5)Call bell audits to ensure timeliness in response.	# of staff trained # of training sessions % of call bell response time improved	Improved call bell response time by end of 3rd quarter September 2024	

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I have good choice of continence care products.	C	% / LTC home residents	In-house survey / 2023	32.40	85.00	To continue to improve results and be better than Extencicare target of 85%	

Change Ideas**Change Idea #1** Ask Prevail to provide education for staff

Methods	Process measures	Target for process measure	Comments
1)Host an education session with a Prevail Representative to educate staff on proper product use. 2) provide the opportunity for staff to ask questions about the product and provide feedback.	# of staff trained # of education sessions	Education will be completed by end of 2nd quarter in June 2024	

Change Idea #2 Continue to report product complaints to ensure purchasing department is aware of any product issues.

Methods	Process measures	Target for process measure	Comments
1) meet with staff to inquire about their experience with the products. 2) Discuss the effectiveness of the product during the quarterly continence committee meeting. 3)Reporting product concerns to head office in order to ensure that these concerns are considered when signing future continence product contracts.	# of complaints about incontinent products feedback given by staff and discussed at continence committee	A decrease in complaints about the products by end of 3rd quarter	

Measure - Dimension: Patient-centred

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Overall, I am satisfied with the recreation and spiritual care services.	C	% / LTC home residents	In-house survey / 2023	45.90	85.00	To continue to improve results and be better than Extencicare target of 85%	

Change Ideas

Change Idea #1 Educate residents concerning IPAC protocol and provide rationale why during outbreaks there are no large group activities.

Methods	Process measures	Target for process measure	Comments
IPAC Manager to make presentations at resident's council to explain why decisions are made if in outbreak and alternatives that can be provided.	March 5th, resident council voted to invite the IPAC manager to their next meeting. April 2024 # of residents who received training	Residents will receive education concerning IPAC protocol at April 2024 resident council meeting.	

Change Idea #2 Encouraging residents to give staff suggestions on activities and spiritual services and encouraging residents to participate in resident council.

Methods	Process measures	Target for process measure	Comments
1) Increase resident council attendance by reminding residents of the meeting the day before. 2) Start recruiting residents early in the morning to ensure an increase in numbers for recreational and spiritual activities 3) Continue to ask residents for activity and spiritual programs suggestions.	# of participants attending each program. # of suggestions received # of suggestions implemented # of residents attending resident council and providing suggestions	To have a robust Resident Council in place by September 2024. 100% of Residents will feel comfortable giving staff suggestions on activities and spiritual services by August 2024.	

Measure - Dimension: Patient-centred

Indicator #5	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Family Satisfaction – Would Recommend Home	C	% / Family	In-house survey / 2023	49.30	85.00	To continue to improve results and be better than Extencicare target of 85%	

Change Ideas

Change Idea #1 Increase communication with family members.

Methods	Process measures	Target for process measure	Comments
1)Implementation of town halls for all family member, residents, and staff to attend. 2) Increase community and resident council information in monthly newsletters	# of town halls offered # of newsletters sent out # of participants	Townhalls to begin April 2024.	

Change Idea #2 Increase education and presentations for family council related to areas of interest throughout the home.

Methods	Process measures	Target for process measure	Comments
1)Offer in-services to family council 2)Announce the in-services in the monthly news letter	# of in-services offered # of family in attendance	Management attendance at Family Council to begin in Quarter One 2024.	

Measure - Dimension: Patient-centred

Indicator #6	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
The resident has input into the recreation programs available	C	% / Family	In-house survey / 2023	28.00	85.00	To continue to improve results and be better than Extencicare target of 85%	

Change Ideas

Change Idea #1 Ensure that families are aware of resident choices and how and when they were implemented, by way of newsletters and townhall meetings.

Methods	Process measures	Target for process measure	Comments
Add an area in the monthly newsletter letting families know what activities residents have asked for in resident council and when these activities will take place. Add information to the monthly town halls.	# of newsletters sent out monthly # of town halls with the information presented	Newsletters and Townhalls to include activity information by April 2024.	

Change Idea #2 Ensure families are aware as to where they can find the resident council meeting minutes

Methods	Process measures	Target for process measure	Comments
Make the resident council minutes easy to find and accessible by way of: 1)Adding it to the town hall agenda 2)Adding this information to the monthly newsletter 3)Providing this information to the family council	# of resident council meetings posted # of newsletters with information provided monthly # provided to family council	Resident council meeting minute location to be included in Townhall, newsletters and presentation at Family council by April 2024.	

Measure - Dimension: Patient-centred

Indicator #7	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I am satisfied with the timing and schedule of spiritual care services.	C	% / Family	In-house survey / 2023	31.00	85.00	To continue to improve results and be better than Extendicare target of 85%	

Change Ideas

Change Idea #1 Educate families as to why spiritual services are scheduled at specific times.

Methods	Process measures	Target for process measure	Comments
1)Develop a presentation which includes why and how activities are decided on. 2)Provide family council with education concerning resident council involvement during the presentation	# of family member in attendance in the presentation. # of education sessions provided	Education to take place at Family Council in March 2024.	

Measure - Dimension: Patient-centred

Indicator #8	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I have an opportunity to provide input on food and beverages options.	C	% / Family	In-house survey / 2023	32.20	85.00	To continue to improve results and be better than Extendicare target of 85%	

Change Ideas

Change Idea #1 Dietary Manager to present to family council to discuss the dietary department and the food council.

Methods	Process measures	Target for process measure	Comments
Dietary Manager presented to family council on January 14, 2024 concerning the dietary department and it's function. Dietician referrals and food council. (post 2023 survey)	# of attendees to Family Council meeting where Dietary Manager presents.	Dietary Manager to attend Family Council by end of Quarter One, 2024.	

Change Idea #2 Add the food suggestions and when suggestions will be served at mealtimes added to the newsletter each month.

Methods	Process measures	Target for process measure	Comments
Ensure that families are aware of resident food suggestions and how and when they were implemented by adding this information to the news letter and the town hall agenda	# of newsletters that had food suggestions added and when served	Newsletter to include a dietary section as needed beginning April 2024.	

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	12.99	12.00	To continue to improve results and be better than Extendicare target of 15%	Achieva

Change Ideas

Change Idea #1 Begin "Fall Prevention Rounds" at shift change and report times. Decrease Falls during shift change/report • RPN's will be responsible for ensuring staff conduct "Fall Prevention Rounds" and report any issues with the process to management.

Methods	Process measures	Target for process measure	Comments
1) Education to be provided to all frontline staff to share the plan for "Fall Prevention Rounds." 12) Staff Arriving: Prior to receiving report, staff will conduct "Fall Prevention Rounds" by starting with our high-risk falling leaf residents. Staff will ensure these residents are safe within their current space. 2) These staff will then return to call bell panel to receive report from the RPN. 3) Staff Departing: "Fall Prevention Rounds" Staff will utilize the last 30mins of their shift, ensuring residents are safe. 4) All shift change reports are to be conducted where the call bell panel is visible should a call bell go off.	# of education sessions and staff sign off # of high-risk falling leaf residents # of high-risk rounds completed shift change # of call bells answered during shift change	Fall Prevention Rounds will begin by May 2024. 100% of frontline staff will have received education on plan for Fall prevention rounds by May 2024.	

Change Idea #2 Conduct environmental assessments of resident spaces to identify potential fall risk areas and address areas for improvements.

Methods	Process measures	Target for process measure	Comments
1. Staff to conduct environmental assessments for all residents at high risk for falls at minimum monthly 2. Address any identified deficiencies from completed assessments	# of environmental assessments completed monthly # of identified deficiencies from assessments that were corrected monthly	100% of Environmental risk assessments of resident spaces to identify fall risk will be completed by September 2024.	

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	8.83	8.00	To continue to improve results and be better than Extencicare target of 8%	Medisystem Pharmacy, Behavioural supports 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 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	100% of residents currently prescribed antipsychotics will have a medication review completed by July 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	CIHI portal / Q2	0.00	0.00	To continue to improve results and be better than Extencicare target of 1%	Achieva

Change Ideas

Change Idea #1 The home will continue communication with key community stakeholders to ensure target continues to be met.

Methods	Process measures	Target for process measure	Comments
1)Work with community stakeholders to discuss the home's goals of being a restraint free home. 2)Review all resident applicant information to ensure they are not utilizing a restraint. If they are, begin discussion around removing the restraint prior to admission.3) Meet with families and residents where needed, to discuss the home goals of continuing to be a restraint free home and to discuss risks of restraints.	# residents utilizing a restraint in the home	The home will continue to meet the target for restraints within the home through 2024.	

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	CIHI portal / Q2	3.90	2.00	To continue to improve results and be better than Extencicare target of 2%	3M Solventum, NSWOC

Change Ideas

Change Idea #1 To provide wound care education to all frontline staff to train on identifying, assessing and treating resident skin issues.

Methods	Process measures	Target for process measure	Comments
All frontline staff to be retrained on their roles in preventing skin tears and conducting skin assessments. This will include having wound care champion provide training on roles and responsibilities, prevention interventions and products, as well as assessments and treatment options for various wound types.	# of staff trained	Education will be completed for 100% of frontline staff by October 2024.	