

## Experience

### Measure - Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Satisfied with quality of care from social work.	C	% / LTC home residents	In-house survey / 2024	50.00	75.00	Home based target as we continue to strive to meet corporate target of 85%	

### Change Ideas

Change Idea #1 Research the opportunities/availability for social work assistance for the residents in the home.

Methods	Process measures	Target for process measure	Comments
Assess resident needs for social work Nursing to send referral for social work services Research social work services available to our home.	# of residents who were assessed for social work services # of referrals sent # of social work services available for home	Social work services will be reviewed and implemented by June 2025.	

Change Idea #2 Educate the residents and families of the process to activate social work assistance.

Methods	Process measures	Target for process measure	Comments
Provide information in the form of a newsletter to staff residents and families regarding the social work services available in the home. Highlight at family and resident meetings about role of social worker	# of Newsletters sent to residents and families that include education for social work services available in the home # of family and resident meetings where social worker services were discussed	Education newsletter will be provided to residents and families by July 2025. Information about social worker services will be discussed at family and resident meetings by September 2025	

**Measure - Dimension: Patient-centred**

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Satisfied with quality of care from Occupational therapist.	C	% / LTC home residents	In-house survey / 2024	0.00	75.00	Home based target as we continuously strive to improve to meet corporate target of 85%.	

**Change Ideas**

Change Idea #1 Research the opportunities/availability for Occupational Therapy assistance for the residents in the home.

Methods	Process measures	Target for process measure	Comments
Nursing staff to assess each resident to determine needs for OT services Nursing to submit referral based on assessed need for OT Research Occupational Therapy services that are available to our home.	# of residents assessed for OT needs # of referrals submitted for OT services # of OT services identified as available to assist home	Nursing staff will complete review by May 2025 Areas will be identified and changes implemented by June 2025.	

Change Idea #2 Highlight Occupational therapist in the homes communication to residents and families.

Methods	Process measures	Target for process measure	Comments
Increase awareness of Occupational therapist services in newsletter to families and residents Provide information in newsletter about role of OT Post newsletter on bulletin	# of newsletters with information about OT included and posted on bulletin board	Newsletter for information related to Occupational therapist will be posted by July 2025.	

**Measure - Dimension: Patient-centred**

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Satisfied with the schedule of spiritual care services	C	% / LTC home residents	In-house survey / 2024	85.70	90.00	Home based target to maintain results better than corporate target of 85%	

**Change Ideas**

Change Idea #1 Provide and opportunity at residents' council meeting for resident input into the timing and schedule of spiritual care services.

Methods	Process measures	Target for process measure	Comments
Discuss spiritual care services at resident council meeting to obtain feedback. Implement feedback to improve timing and schedule of spiritual care services	# of residents who attended meeting # of meetings where spiritual care services were discussed # of feedback received and implemented	Spiritual care services will be discussed at resident council meeting May 2025. Feedback received will be reviewed and implemented as able by September 2025	

Change Idea #2 Increase communication about spiritual program times and changes.

Methods	Process measures	Target for process measure	Comments
Upcoming events and changes will be shared in person or by memo to residents and families to ensure they are aware of spiritual program times. Posted on bulletin board	# of memos shared with residents and families that discuss spiritual program times and changes # of information that is posted on bulletin board so residents and families aware of changes	Process for communication about spiritual programs times and any changes will be implemented May 2025.	

## Safety

**Measure - Dimension: Safe**

Indicator #4	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 1 to Sep 30, 2024 (Q2), as target quarter of rolling 4-quarter average	18.30	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 residents 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 2025.	

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

Methods	Process measures	Target for process measure	Comments
1. Staff to do 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.	Environmental risk assessments of resident spaces to identify fall risk will be completed by June 2025.	