

Access and Flow

Measure - Dimension: Efficient

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Rate of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.	P	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / Oct 2021 - Sep 2022	21.25	18.25	To ensure we are doing our part to reduce the ED visit	

Change Ideas

Change Idea #1 With hiring a Nurse Practitioner, we are confident the number of visits to er will decrease

Methods	Process measures	Target for process measure	Comments
Nurse Practitioner will assess resident to see if there is a need to send resident to hospital	Number of visits over the next year	The target process measure is to obtain a 90% improvement in ED visits	NP will communicate with physician

Experience

Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"	P	% / LTC home residents	In house data, NHCAHPS survey / Apr 2022 - Mar 2023	CB	90.00	to obtain 90% positive response to question	

Change Ideas

Change Idea #1 Ensure we maintain a resident lead type of care.

Methods	Process measures	Target for process measure	Comments
Through training modules like GPA, PIECES, LEADS etc we can ensure our staff are well informed as to the importance of letting residents and families know they are heard and that they do have input into their stay in this home	Continually seek feed back from residents and their families. Through the software program Abiqis we will be able to stay on top of this.	to ensure we obtain 95% response to the question	A lot of things were put on hold during COvid and for our home Abiqis was one of them. We are anxious to get back on track.

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".	P	% / LTC home residents	In house data, interRAI survey / Apr 2022 - Mar 2023	CB	90.00	To obtain a 90% positive response	

Change Ideas

Change Idea #1 Educate staff on importance of residents being able to speak freely without fear. Educate residents and staff on the whistleblower policy and ensure they understand it.

Methods	Process measures	Target for process measure	Comments
Speak to resident and family member throughout the year but also during the admission about the importance of expressing their opinion freely.	decrease in the number of times a resident refuses to comment due to fear of consequences	90% by December	N/A

Safety

Measure - Dimension: Safe

Indicator #4	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	P	% / LTC home residents	CIHI CCRS / Jul - Sept 2022	21.43	20.00	to decrease the amount of antipsychotic medication to provide a better quality of life for our residents	

Change Ideas

Change Idea #1 Through mandatory GPA training for all staff and continuous BSO training, our employees will have the tools needed to deescalate behaviours on the floor. Review concerns with family and resident. The introduction of CCG (Compassionate Care Givers) and a Social Worker should help us reach our goals

Methods	Process measures	Target for process measure	Comments
REview meds with pharmacy, physician, family and resident	Decrease in Meds and behavioural concerns on the floor and increase staff	Hope to see a decrease of 20% in antipsychotic medication given by June 2023	