

Theme I: Timely and Efficient Transitions

Measure Dimension: Efficient

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Number 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	20.31	17.00	To try and meet our goal previous goal	

Change Ideas

Change Idea #1 Continue to evaluate ED visits in relation to diagnosis and continue to focus on trending data and consult with our Medical Director

Methods	Process measures	Target for process measure	Comments
Continue discussion with physician about an NP	Data will be shared with Quality Improvement Committee and at PAC to determine the direction for potential staff and family education to minimize ED visits.	Decrease in ED visits by our residents	We will continue to analyze the data collected to decrease ED visits in the home.

Theme II: Service Excellence

Measure Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Team members (nursing team) actively listen to me (listen and acknowledge what I am saying).	C	% / LTC home residents	In house data collection / October 1 - December 1, 2022	76.00	85.00	We will share this information with our staff and educate them on the importance of listening to our residents.	

Change Ideas

Change Idea #1 This information will be shared with our staff via general staff meeting and posting results in the staff room

Methods	Process measures	Target for process measure	Comments
Encourage staff to take time to listen to the residents to ensure they feel heard	Have conversations with staff separately to see if they realize residents feel this way and what suggestions they may have to improve our results in the future	Strive to have 85% satisfaction from residents at our next survey period	Continue to increase resident satisfaction and ensuring they feel heard by staff

Measure **Dimension:** Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
I can share my opinion without fear of consequences	C	% / LTC home residents	In-house survey / October 1-December 1, 2022	94.00	96.00	At this time we will continue with our current interventions as they are performing well	

Change Ideas

Change Idea #1 We will maintain current practices

Methods	Process measures	Target for process measure	Comments
We will maintain current practices	At our annual education for front line staff we will share this information with them	We will strive to maintain 94% for our next survey at a minimum	We are satisfied with our results

Theme III: Safe and Effective Care

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	24.78	20.00	Target as per last year goal and closer to provincial average	

Change Ideas

Change Idea #1 Any residents on antipsychotic medication without psychosis will be reviewed at the behavioural collaborative multidisciplinary team monthly meeting . This team includes BSO/MRT/ seniors mental health. Pharmacological and non- pharmacological interventions are reviewed.

Methods	Process measures	Target for process measure	Comments
Data collected monthly and results communicated by minutes and care planning	100% of residents will be reviewed at monthly collaborative meeting that were given antipsychotic medication without psychosis in the 7 days preceding their resident assessment	100% of residents that meet the criteria will be reviewed. Results will be reflected in the minutes 100% of the time	Any residents on antipsychotic medication without psychosis will be reviewed at the behavioural collaborative multidisciplinary team monthly. This team includes BSO/MRT/ seniors mental health pain and palliative symptom management RN. Pharmacological and non-pharmacological interventions are reviewed. Results are recorded in minutes.