

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.	O	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 1st 2022 to September 30th 2023 (Q3 to the end of the following Q2)	14.09	10.49	To decrease our current performance percentage by 26% to meet our target performance.	

Change Ideas

Change Idea #1 RNAO Best Practice Measures

Methods	Process measures	Target for process measure	Comments
Implement a new charting system to help all staff follow best practice measure.	Implement a new charting system to allow all staff to follow best practice measures and identify issues early and in real time.	Increase the identification of any/all possible resident issues in real time.	

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?"	O	% / LTC home residents	In house data, NHCAHPS survey / Most recent consecutive 12-month period	100.00	100.00	To maintain our current target.	

Change Ideas

Change Idea #1 Adding another BSO PSW to the team.

Methods	Process measures	Target for process measure	Comments
Offer behaviour related resident centered care education.	Increase the knowledge and education of staff in behaviour related training.	Increase the knowledge of all direct care staff members.	Total Surveys Initiated: 38 Total LTCH Beds: 128

Change Idea #2 Continue to promote the completion on resident satisfaction surveys.

Methods	Process measures	Target for process measure	Comments
Using forms of communication, continue the use and completion of satisfaction surveys.	Maintain the percentage of overall satisfaction.	Maintain our level of resident satisfaction.	

Change Idea #3 Increase the number of direct care staff members.

Methods	Process measures	Target for process measure	Comments
Create more positions and hire more staff in order to meet the hours per resident care requirements.	Increase the amount of staff to help increase the hours needed for direct personal care per resident.	Increase the hours of direct personal care per resident and allow for more 1:1 time.	

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".	O	% / LTC home residents	In house data, interRAI survey / Most recent consecutive 12-month period	73.68	92.00	To increase our current performance percentage by 25% to meet our target performance.	

Change Ideas

Change Idea #1 Adding another BSO PSW to the team.

Methods	Process measures	Target for process measure	Comments
Offer behaviour related centered care education	Increase the knowledge and education of staff in behaviour related training.	Increase the knowledge of all direct care staff members.	Total Surveys Initiated: 38 Total LTCH Beds: 128

Change Idea #2 Increase the number of direct care staff members.

Methods	Process measures	Target for process measure	Comments
Create more positions and hire more staff in order to meet the hours per resident care requirements.	Increase the amount of staff to help increase the hours needed for direct personal care per resident.	Increase the hours of direct personal care per resident and allow for more 1:1 time.	

Change Idea #3 Continue to promote the completion on resident satisfaction surveys.

Methods	Process measures	Target for process measure	Comments
Using forms of communication, continue the use and completion of satisfaction surveys.	Maintain the percentage of overall satisfaction.	Maintain our level of resident satisfaction.	

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	O	% / LTC home residents	CIHI CCRS / July 2023–September 2023 (Q2 2023/24), with rolling 4-quarter average	24.71	21.10	To decrease our current performance percentage by 15% to meet our target performance.	

Change Ideas

Change Idea #1 Continue to utilize the BSO team . Add a 2nd BSO PSW to the team, which would give us a BSO team member within the facility everyday.

Methods	Process measures	Target for process measure	Comments
Increase the help in the BSO department by adding a BSO trained PSW daily to help decrease reactive behaviours in residents and help educate staff members.	Number of staff members trained and able to help decrease reactive behaviours in residents and help educate staff members.	Increase the number of BSO trained PSWs to the BSO team and help decrease reactive behaviours in residents and help educate staff members.	

Change Idea #2 Implement a more PSW centered program, focusing BSO time with residents who could benefit with 1:1 activities.

Methods	Process measures	Target for process measure	Comments
Provide more BSO PSW centered program training focusing on the benefits of more 1:1 resident time/activities.	Increase the training in BSO PSWs and 1:1 resident time/activities.	Increase the number of PSWs trained in the BSO PSW centered program and provide more 1:1 resident time/activities.	