

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	43.97	40.00	We feel it is an achievable target based on resources	

Change Ideas

Change Idea #1 Continue to work with NP and MD on discussion and assessments of residents to identify opportunities to minimize transfers to the ED.

Methods	Process measures	Target for process measure	Comments
1. Discussion about level of care on the day of admission as well during care conference to educate families on available recourses in the home and quality and quantity of life. 2. Discuss potentially avoidable ED visits with NP and MD prior to transfer	Decrease the number of potentially avoidable ED Visit. Use PCC reports and Potential Avoidable ED Visits for LTC Residents report to track progress	Reduce ED Visits by 3%	

Theme II: Service Excellence

Measure Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident Satisfaction "I like the food"	C	% / Adult long stay home care clients	Other / 2023	8.00	12.00	The home will focus on "Strongly Agree" results. The home feels this goal is achievable due to our resident population of a high Italian culture.	

Change Ideas

Change Idea #1 Through collaboration with the Food Committee, the dietary team will work on developing and improving recipes and menu item choices. The dietary team will also work on improvement of cooking techniques

Methods	Process measures	Target for process measure	Comments
Regularly meeting with FNM and food committees to discuss improvement plans and changes.	The goal will be to improve the overall satisfaction of food.	The home plans to improve by 4%	

Theme III: Safe and Effective Care

Measure Dimension: Safe

Indicator #3	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	7.39	6.00	Target goal based on cultural biases and readily resource that be provided in the home.	

Change Ideas

Change Idea #1 Through a collaborative 7 day behavioral assessment upon new move-in, the home will ensure any psychotic medication matches a diagnosis.

Methods	Process measures	Target for process measure	Comments
- Medication review upon move-in by Physician - DOS monitoring - Collaboration with family and interdisciplinary team on reduction strategies where appropriate - BSO/PRC/TRC support	# of residents receiving antipsychotics without psychosis by review of: - Review the daily use of psychotic medication (routine and PRN) through dashboard/ progress note - Medication reviews by pharmacy and physician - Pharmacy audits and feedback reviewed quarterly at PAC meetings	Reduce 1-2 resident a month	