

## 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 / Oct 1, 2023, to Sep 30, 2024 (Q3 to the end of the following Q2)	37.50	35.00	Reducing ER transfers improves resident quality of life and reduces burden on the health care system	

### Change Ideas

**Change Idea #1** Ongoing education is provided to all registered staff on nursing assessments, care planning, and SBAR. The team collaborates directly with on-call physicians and Nurse Practitioners for high-risk residents requiring immediate medical care. STAT laboratory and diagnostic services are available as needed, and Satellite Pharmacy supplies medications that are not available in-house.

Methods	Process measures	Target for process measure	Comments
Education on nursing assessments, care planning, and SBAR.	The goal is to reduce ER transfers from 37.5% to 35%. Transfers will only be made when a resident is acutely ill and requires hospitalization	The goal is to reduce ER transfers from 37.5% to 35% while enhancing the overall quality of life for residents.	The home will ensure that goals of care and expressed wishes are up-to-date and accurately reflect the resident's care needs and preferences.

**Change Idea #2** Enhanced clinical skills of the Registered Staff to support complex needs in the home.

Methods	Process measures	Target for process measure	Comments
Provide education for registered staff to enhance skills (i.e., IV therapy, specific disease-COPD, Symptoms of infection, wound care, etc.)	# of educational opportunities for staff.	To offer at least one education session per quarter to support clinical practice.	

## Experience

## Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident satisfaction related to "I like the food here".	C	% / LTC home residents	In-house survey / 2025 Survey	54.00	59.00	We aim to increase satisfaction by approximately 5%.	

## Change Ideas

### Change Idea #1 Variety and Creative Meal Options

Methods	Process measures	Target for process measure	Comments
1) Themed Meals: Introduce themed days or special events (e.g., Italian Night, BBQ Day) to make meals more exciting and engaging. 2) Choice-Based Meals: Special meals served as another option for dining i.e. Breakfast club, making your own meal of choice, giving the residents a sense of control over their meals, adding seasonal items.	# of themed or creative meal options offered throughout the year	Aim to have at least one per month.	

### Change Idea #2 Enhancing Meal Presentation

Methods	Process measures	Target for process measure	Comments
1) Plating and Presentation: Creative plating can enhance the dining experience, garnish dishes, using fresh herbs, adding sauces or toppings. 2) Table Settings: Use attractive table settings or other decorative elements to create a pleasant dining atmosphere.	Increase satisfaction score for "I like the food here".	59% of residents will respond positively to the question "I like the food here".	We recognize that food preference is very individual.

## Safety

### 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	O	% / LTC home residents	CIHI CCRS / July 1 to Sep 30, 2024 (Q2), as target quarter of rolling 4-quarter average	15.38	12.00	Reduction of antipsychotic use results in improved quality of life, possible reduction of falls and more engaged residents	

### Change Ideas

Change Idea #1 Addition of a new full time BSO RPN to support the residents with responsive expressions will ensure that residents who receive antipsychotic medication have their medications reviewed on admission, quarterly and annually and will work with the MD to reduce medications.

Methods	Process measures	Target for process measure	Comments
BSO RPN will work closely with the MD and pharmacist to review medication and make recommendations at slow weaning and reduction	Reduce antipsychotic medication use from 15% to 12 %	The reduction of antipsychotic medication improves quality of life for residents	Full time BSO support will greatly improve the support received by the residents who are experiencing