

Experience

Measure - Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents responding positively to "I like the food here".	C	Rate per 100 residents / LTC home residents	In-house survey / Jan 2025-Dec 2025	49.00	60.00	Our residents dining experience and satisfaction of the food impacts our residents quality of life.	

Change Ideas

Change Idea #1 Launch Sequence of Dining Service

Methods	Process measures	Target for process measure	Comments
All leadership and front line team members will receive AgeCare Sequence of Dining Service Education	Number of staff receiving education per quarter	100% of leadership and team members will attend education session by Jun 30, 2025	

Change Idea #2 Food committee monthly meetings

Methods	Process measures	Target for process measure	Comments
Monthly food committee meetings will occur on a rotating basis to each neighborhood and be lead by the Food and Nutrition Manager with support from the Cook	Number of residents attending and new residents who have not had an opportunity to attend food committee in the past	Increase of number of residents attending food committee meetings will increase by 20% by Sept 2025	

Change Idea #3 Corporate Dietary Consultant to attend Resident Food Committee meeting to speak to how the menu is developed and food sources

Methods	Process measures	Target for process measure	Comments
Invite Dietary Consultant to Resident Food Committee	Number of residents attending and participating in meeting with Dietary Consultant	Increase of 20% resident attendance at Food Committee Meetings	

Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Residents will have their spiritual needs met	C	Rate per 100 / LTC home residents	In-home audit / Jan - Dec 2025	CB	50.00	We estimate that at least 50% of residents will have an expressed spiritual need.	

Change Ideas

Change Idea #1 Hire a Chaplain

Methods	Process measures	Target for process measure	Comments
1) Review submitted resumes, 2) Conduct interviews, 3) Hire part time chaplain	# of resumes received and # of interviews conducted	We are aiming to increase the satisfaction percentage of the variety of spiritual care services by hiring a chaplain by July 2025	

Change Idea #2 Include all religious holidays on the monthly calendars

Methods	Process measures	Target for process measure	Comments
Number of monthly calendars with religious holidays included	All 12 monthly calendars to have a religious holiday included	100% of calendars will have religious holidays included by June 2025	

Change Idea #3 All residents will have their spiritual needs incorporated into their plan of care

Methods	Process measures	Target for process measure	Comments
Admission interview with Programs as well as review at annual care conference to determine individual resident spiritual needs	Number of admission interviews and care conferences by Programs, adding to the residents plan of care	All residents will have spiritual needs incorporated in their plan of care by Oct 2025	

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Residents will experience enjoyable activities on the weekends	C	% / LTC home residents	In-house survey / Survey conducted in 2025	25.00	50.00	To increase resident satisfaction scores in relation to enjoying activities on weekends	

Change Ideas

Change Idea #1 Calendar planning meetings with Residents

Methods	Process measures	Target for process measure	Comments
Program team will hold monthly meetings with each neighborhood residents' to plan for the next months activities. All residents on each neighborhood will be invited to & encouraged to participate in the monthly planning meetings.	Number of residents attending the planning meetings.	Will have an increase in participation of 10% by the target date of Sept 2025	

Change Idea #2 Increase staffing on weekends to support programs being offered on weekends.

Methods	Process measures	Target for process measure	Comments
Programs department will reallocate staffing on weekends to ensure all neighborhoods have activities of interest.	Staffing complement on weekends. # of weekend programs on the calendar available each month. Increase in resident satisfaction of experiencing enjoyable activities on the weekends	Resident satisfaction, on the annual survey of very satisfied and satisfied, of enjoyable activities on the weekends to increase to 50% by next survey date.	