

## 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.	P	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 1, 2024, to September 30, 2025 (Q3 to the end of the following Q2)	20.32	20.00	To reduce by 1.57 % to further align with provincial targets.	

### Change Ideas

Change Idea #1 Percentage of residents at high risk for an ED visit who had a change in condition documented within 24 hours prior to ED visit.

Methods	Process measures	Target for process measure	Comments
Provide education to registered staff to enhance their clinical assessment skills.	Decrease the number of residents transferred to the emergency department 2. Track the number of staff who completed the required education.	100% of registered staff receive education on risk factors for avoidable ED visits;	Leverage the Nurse Practitioner and collaborate with key stakeholders, including CareRx Pharmacy, and attending physicians, to deliver targeted educational sessions to registered staff on relevant clinical topics.

## Experience

### Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident Experience Survey results related to Recreation and Activity Programming	C	% / LTC home residents	In house data collection / Annual	71.00	73.00	Enhanced recreation supports emotional well-being, cognitive stimulation, and overall quality of life.	

### Change Ideas

Change Idea #1 Enhanced recreation supports emotional well-being, cognitive stimulation, and overall quality of life.

Methods	Process measures	Target for process measure	Comments
Providing programs and exercise on evenings and weekends. Provide staff education to strengthen and support program delivery during evenings and weekends.	Increase the number of residents attending programs on evenings and weekends	Number of new program opportunities available on evening and weekends.	Leverage the restorative care team, the Behavioral Supports Ontario program, and Recreation Aides to provide enhanced and additional programming for residents.

## Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident Experience Survey results related to the Dining Experience.	C	% / LTC home residents	In-house survey / Annually	44.00	45.00	Dining is a cornerstone of person-centered care. It supports socialization, health, dignity, and happiness.	

## Change Ideas

Change Idea #1 Resident satisfaction related to a pleasurable dining experience.

Methods	Process measures	Target for process measure	Comments
1) Conduct meal satisfaction surveys	1) The percentage of satisfied residents will be measured through surveys conducted during mealtimes. 2) Tracking dining-related compliments and complaints to the food and the overall pleasurable dining experience.	The goal is to increase the percentage of residents who are very satisfied with their dining experience from 44% to 45%.	

Change Idea #2 Staff awareness of the pleasurable dining experience.

Methods	Process measures	Target for process measure	Comments
Provide Staff education on Pleasurable Dining with a focus on plate presentation and creating a pleasurable dining experience through targeted education or through reinstruction during mealtime.	Percentage of staff trained on aspects of pleasurable dining.	100% of staff assisting with meal service with have pleasurable dining training.	