

## 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)	19.66	17.00	To get back to previous year's performance level	CPLTC+, NLOT

### Change Ideas

**Change Idea #1** Collaboration with CPLTC+ Paramedic team to provide in house services, eliminating need for some ED transfers. Services include point of care ultrasound, point of care blood testing (including CBC) and point of care urinalysis

Methods	Process measures	Target for process measure	Comments
We join this pilot project in January 2026. Nursing team educated on the availability of these services.	NP is tracking # of calls and purpose of calls. Percentage of residents transferred to the hospital related to the 3 services provided by CPLTC+.	100% elimination of ED visits for the primary purpose of the 3 services provided by CPLTC+	

**Change Idea #2** Create a document for families and team to refer to regarding what can be treated in the home and what cannot

Methods	Process measures	Target for process measure	Comments
NP & DOC develop document in easy to read format	Development of document	Document completed and included in annual care conferences as well as move-in packages.	

Change Idea #3 Association with NLOT team. Skill development assists in early identification of potential issues; improve charting and assessment skills. Medical team can make better determination of need of ED transfer; nurses can speak more knowledgeably and provide better documentation

Methods	Process measures	Target for process measure	Comments
NLOT team provides training and is a resource for nurses, using case studies to talk through assessments.	Improved documentation and communication by nurses around change of health status. # of educational inservices provided by the NLOT team. Rate of ED visits.	Reduced # of unnecessary ED visits as stated in goal. Educational training by NLOT annually and more frequently as needed.	

## Equity

### Measure - Dimension: Equitable

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education	O	% / Staff	Local data collection / Most recent consecutive 12-month period	CB	100.00	100% of staff receive annual and mandatory training. Goals is to further enhance awareness through establishment of an in-home committee and additional education by managers.	

### Change Ideas

Change Idea #1 Establish an equity, diversity and inclusion committee.

Methods	Process measures	Target for process measure	Comments
Using meeting posters, word of mouth, encourage staff to participate in this committee.	Meeting minutes.		Regular committee meetings, terms of reference developed, action plans in the works which could include but are not limited to cultural days, information bulletin boards, education for team

Change Idea #2 Each manager to complete 2 training programs related to diversity, equity, inclusion and/or anti-racism beyond annual education.

Methods	Process measures	Target for process measure	Comments
All managers to complete 2 programs from approved list of courses.	Certificates or proof of course completion		2 approved training programs completed by each manager in 2026

## Safety

### Measure - Dimension: Safe

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of LTC home residents who fell in the 30 days leading up to their assessment	O	% / LTC home residents	CIHI CCRS / July 1 to September 30, 2025 (Q2), as target quarter of rolling 4-quarter average	13.14	10.00	to get back to Q3 2024 level	

### Change Ideas

Change Idea #1 Implementation of Restorative care program, including walking and strengthening programs

Methods	Process measures	Target for process measure	Comments
Track number of residents on walking and lower body strengthening programs	Restorative care workbook		
		maintain 5 residents on walking/lower body strengthening programs	

Change Idea #2 installation of paraglides on resident wheelchairs to prevent sliding out of chairs.

Methods	Process measures	Target for process measure	Comments
Education to staff on installation and operation of paraglides.	# of residents who use the paraglides.	12 residents use the paraglides	