

Experience

Measure - Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident experience pleasurable dining	C	% / LTC home residents	In-house survey / Annual resident experience survey	64.00	70.00	Aim to increase satisfaction to 70% as we continue to improve the resident's dining experience.	

Change Ideas

Change Idea #1 Obtain resident feedback on culturally diverse food they would like to see added to the menu.

Methods	Process measures	Target for process measure	Comments
We will organize "Food Shows", twice annually. for residents that showcase culturally diverse food. Residents will then be provided opportunity to provide feedback on dishes they would like added to the menus.	Our indicator will be # of food shows successfully completed. 30% of resident participation during the food shows. # of dishes added to the menu.	Food shows will be held twice annually. 30% of resident participation during the food shows. # of dishes added to the menu.	

Change Idea #2 Evaluate the dining experience through organized audit schedule.

Methods	Process measures	Target for process measure	Comments
Cook will complete Meal Survey Satisfaction Audit in My Audits which includes interviews with residents on the meal and dining experience.	# of audits completed by the cook each year.	The cook will completed 12 meal audits per year.	

Change Idea #3 Offer Resident Council the opportunity to invite the Cook to their Food Committee meetings.

Methods	Process measures	Target for process measure	Comments
Cook to attend Food Committees invited to and will address each concern or suggestion in collaboration with the FNM & to report back to the Committee.	# of opportunities where the cook is invited and attends the Food Committee meetings.	The cook will attend 100% of Food Committees invited to.	

Change Idea #4 Enhance meal presentation to improve pleasurable dining experience.

Methods	Process measures	Target for process measure	Comments
Create more pleasing show plates by using coloured plates, garnish, and puree molds.	The Cook will utilize the Meal Satisfaction Audit in My Audits to audit resident response to the meal presentation.	Goal is to have 100% positive response.	The FNM will action 100% of "no" responses from the Audit and communicate to the Food Committee as well as the CQI committee.

Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident satisfaction of involvement in decisions about their care and treatment	C	% / LTC home residents	In-house survey / 2026	65.00	75.00	Aim to increase resident satisfaction in their decision making.	

Change Ideas

Change Idea #1 Build relationships and enhance communication with residents and families during the move-in process.

Methods	Process measures	Target for process measure	Comments
Social worker will provide a weekly touchpoint with new residents/families weekly until the 1st Care Conference.	% of new residents/families receiving weekly touchpoints from the Social Worker until the first Care Conference.	Social worker will complete touchpoints 100% of the time.	

Change Idea #2 Enhance and reinforce staff knowledge related to respecting resident's Privacy and Choice.

Methods	Process measures	Target for process measure	Comments
Education session for Team members on Privacy and Choice by including Privacy and Choice as a standing agenda item on Townhall.	% of Townhall meetings where Privacy and Choice is included as a standing agenda item	100% of education updates will be posted and shared with staff	

Change Idea #3 Customer Service board to communicate themes and improvements with Team members

Methods	Process measures	Target for process measure	Comments
All education provided will be posted on the Customer Service board and shared at Team Ups.	Education updates posted and shared with staff.	100% of education updates will be posted and shared with staff	

Change Idea #4 New Resident and Family Orientation.

Methods	Process measures	Target for process measure	Comments
New resident and family orientation will be held quarterly and lead by the Social Worker.	Number of resident/family orientation sessions held per year.	1 session to be held quarterly. # of residents/families who attended orientation sessions.	

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident satisfaction with activities that meet their interests	C	% / LTC home residents	In-house survey / 2026	53.00	70.00	Aim to increase resident satisfaction with activities.	

Change Ideas

Change Idea #1 Front line nursing team members engage readily with residents and to utilize outdoor spaces with the residents.

Methods	Process measures	Target for process measure	Comments
Provide education and encouragement to all team members to actively engage with residents socially and to utilize balcony spaces all year round.	# of outdoor/balcony activities each month.	At least 2 outdoor/balcony activities per neighborhood per month.	

Change Idea #2 Enhance spontaneous activities in the home based on current events and staff engagement.

Methods	Process measures	Target for process measure	Comments
Schedule or arrange additional activities such as viewing parties for sporting or special events (ex; Olympics). Research cost of accessible vehicle for the home for resident to participate in such events outside the home.	# of spontaneous activities such as viewing parties held each quarter. Cost analysis for accessible vehicle.	At least 1 viewing party per quarter. Completion of research and cost analysis for an accessible vehicle.	

Change Idea #3 Enhanced resident input into neighborhood activity calendars.

Methods	Process measures	Target for process measure	Comments
Recreation team meet with each neighborhood to gather shared ideas for activity calendar.	Frequency of calendar prep meetings with residents.	Monthly calendar prep with residents.	

Change Idea #4 Enhance memory care neighborhood.

Methods	Process measures	Target for process measure	Comments
Redecorate memory care neighborhood by re-painting, adding wall murals depicting house siding/doors/window boxes, mailboxes for interactive storage spaces.	Completion of suggested design element changes.	100% of redesign elements completed by June 2026.	

Change Idea #5 Enhance outdoor spaces.

Methods	Process measures	Target for process measure	Comments
Pergola on 2nd floor balcony and resident gathering place Peter St entrance.	Project completion.	Both projects completed by Sept 2026.	