

**Access and Flow | Efficient | Optional Indicator**

	Last Year		This Year		
<b>Indicator #2</b>	<b>26.02</b>	<b>23.50</b>	<b>26.47</b>	<b>-1.73%</b>	<b>24</b>
Rate of ED visits for modified list of ambulatory care–sensitive conditions* per 100 long-term care residents. (Villa Forum LTCR)	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)

**Change Idea #1**  Implemented  Not Implemented  In Progress

Annual certification with POET(Prevention of error based transfers).

**Process measure**

- The home will be successful in receiving annual certification.

**Target for process measure**

- Annual certification.

**Lessons Learned**

Poet certification was achieved

**Change Idea #2**  Implemented  Not Implemented  In Progress

Enhanced education for Registered Staff.

**Process measure**

- # of educational opportunities to enhance knowledge.

**Target for process measure**

- There will be at least 1 learning opportunity per quarter to enhance registered staff knowledge.

**Lessons Learned**

The home offered more than 1 learning opportunity per quarter to enhance registered staff knowledge. These were well attended by registered staff.

**Comment**

The home will be completing this indicator again this year with new change ideas to achieve our target.

Experience | Patient-centred | **Custom Indicator**

	Last Year		This Year		
<b>Indicator #1</b>	<b>78.00</b>	<b>80</b>	<b>80.00</b>	<b>--</b>	<b>NA</b>
Percentage of resident who responded positively to "I enjoy mealtimes." (Villa Forum LTCR)	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)

**Change Idea #1**  Implemented  Not Implemented  In Progress

The menu to include less frozen products and to include fresh and seasonal products.

**Process measure**

- # of fresh items on the menu each week. Percentage of residents who responded positively to "I enjoy mealtimes."

**Target for process measure**

- Two fresh and seasonal products on the menu each week. 80% of residents responding positively.

**Lessons Learned**

Cost and increased labour was a challenge. Residents did enjoy the fresh fruit and fresh vegetables.

**Change Idea #2**  Implemented  Not Implemented  In Progress

Family Dining will be implemented once a quarter on each floor.

**Process measure**

- Family Dining will be implemented once a quarter on each floor. Percentage of residents who responded positively to "I enjoy mealtimes."

**Target for process measure**

- Residents will participate in family dining once a quarter. 80% of residents responding positively.

**Lessons Learned**

Residents and families both enjoyed Family dining. Family and residents both enjoy this because of the ability to socialize together and the variety of the menu items. They both requested if frequency could be increased.

**Comment**

Target was met. Since Villa has a high population of Italian residents for whom food is very important; thus we will choose dining again as a change idea for this coming year. In addition both families and residents are requesting this program is increased in frequency.

