

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)	26.47	24.00	To reduce ED visits 10% to further reach provincial averages.	

Change Ideas

Change Idea #1 The home will continue to collaborate with the Palliative Care Project offered by Trillium Health Partners. Lead Cara Henry

Methods	Process measures	Target for process measure	Comments
The home will participate with the Project. This participation will include Registered Staff to identify residents eligible for the program and to participate in the palliative care consultations.	The percentage of registered staff participating in palliative care consultations.	90% of fulltime registered staff will participate in the palliative care consultations.	

Change Idea #2 Reduce palliative transfers to hospital.

Methods	Process measures	Target for process measure	Comments
In collaboration with Trillium Health Partners, increase understanding and knowledge of family members so that they can better understand the homes ability to provide palliative care and when it is appropriate.	Number of residents that pass away in the hospital vs in the home.	Reduce the number that pass away in the hospital vs in the home from previous year.	

Experience

Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of resident who responded positively to "I enjoy mealtimes.	C	Rate per 100 residents / LTC home residents	In-house survey / June to June	78.00	80.00	We want to improve survey results as we know mealtimes is a very important part of the resident's quality of life.	

Change Ideas

Change Idea #1 Family Dining will be implemented once every two months which will be increasing it from once a quarter on each floor.

Methods	Process measures	Target for process measure	Comments
To continue to create a family-style dining that is more home like and enhances socialization. Tables will be joined together, decorated, food platters will be presented to the residents. Wine will be served. Staff will assist as required.	Family Dining will be implemented once every two months on each floor. Percentage of residents who responded positively to "I enjoy mealtimes."	Residents will participate in family dining once every two months. 80% of residents responding positively.	Residents responded positively to last years implementation of once a quarter therefore family dining will be increased to once every two months.

Change Idea #2 The menu to include outsourced pizza once a week.

Methods	Process measures	Target for process measure	Comments
Each week Pizza will be obtained from Pizza Nova on either Saturday or Sunday for all the residents.	Pizza will be obtained once a week for all residents on either Saturday or Sunday as per menu. Percentage of residents who responded positively to "I enjoy mealtimes."	Residents will enjoy outsourced pizza on weekends once a week. 80% of residents responding positively.	

Safety

Measure - Dimension: Safe

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of long-term care residents whose stage 2 to 4 pressure ulcer worsened	O	% / LTC home residents	CIHI CCRS / July 1 to September 30, 2025 (Q2), as reporting quarter for the rolling 4-quarter average	3.99	3.00	Aim to move towards the provincial average by reducing by 25% by the end of the QIP period.	

Change Ideas

Change Idea #1 Enhance the clinical skill set of our Wound Care Lead and our Registered Staff through educational opportunities.

Methods	Process measures	Target for process measure	Comments
Wound Nurse will attend extensive 3 day wound conference. Once completed the conference the Wound Nurse will provide education to registered staff.	# of fulltime registered staff that receive training from the Wound Nurse.	All fulltime registered staff will receive training from the Wound Nurse.	Having internal expertise in the management of wounds will provide further mentoring and training for our registered staff, leading to better wound care management and outcomes for residents with pressure injuries.