

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)	20.87	18.75	Target to reduce ED visits by 10%.	

Change Ideas

Change Idea #1 Provide education to Registered Staff, Residents, Family members, POA's on avoidable Emergency Department visits and what the home can do to prevent this.

Methods	Process measures	Target for process measure	Comments
Provide education to registered staff at Registered Staff meetings. NP to provide education to families and residents at council meetings and or case by case and pre and post Emergency Department visits.	Minutes of meetings, PCC notes identifying discussion with families/residents.		Registered staff meetings will review findings of Emergency Department visits from prior month.

Change Idea #2 Review details of residents who have had an Emergency Department visit.

Methods	Process measures	Target for process measure	Comments
Review residents who have transferred to Emergency Department, the reason, length of hospital stay, and discharge notes from hospital within one week of returning back home.	Percentage of residents reviewed post hospital discharge and return to the home. Summary of Emergency Department transfers submitted to Quality lead for review.	100% of residents Emergency Department transfers are reviewed by Medical Director/ Physician or Nurse Practitioner.	

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	100.00	160.00	100% of staff completed mandatory training. We would like to add additional training in specific areas and capture 60% of staff.	

Change Ideas

Change Idea #1 Connect with external community partners for education on: 2SLGBTQ+ Community, anti-racism, Indigenous Cultural and other equity, diversity & inclusion education.

Methods	Process measures	Target for process measure	Comments
Surge learning online education, in person and virtual education sessions, information tables.	Percentage of team members, residents, and families educated	60% of frontline and leadership	

Change Idea #2 Develop a EDI committee with mix of team members, leadership and residents. Plan regular schedule meetings. Develop Purpose of EDI committee and complete goal setting for the following year.

Methods	Process measures	Target for process measure	Comments
seek volunteers to join EDI committee. Promote on Team ups, newsletter.	number of member that joined the EDI Committee, number of meetings held annually.	4-8 team members meet at scheduled meetings. Goal is to have at least two meetings in calendar year.	

Experience

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
This measure is percentage of residents who strongly agree/ agree to "I am satisfied with the Physician services".	C	% / Population	In-house survey / July 2026	48.00	52.00	This target will be reviewed from 2026 residents survey results.	

Change Ideas

Change Idea #1 Monthly education will be provided on our Contracted Services with a focus on our Physicians and their role in our Community.

Methods	Process measures	Target for process measure	Comments
Monthly newsletter blurb on their role and services in the community.	# of newsletters addressing contracted services in our newsletters. 2026 Resident Experience Survey Report.	One educational newsletter entry each month. 52% strongly agree or agree, and will be reviewed from 2026 Resident Experience Survey Report.	

Change Idea #2 Monthly education will be provided on our Contracted Services with a focus on our Physicians and their role in our Community.

Methods	Process measures	Target for process measure	Comments
Each month, our Nurse Practitioner, Physician, and Medical Director will join the Residents Council to provide education about their roles within the home and how they support resident care. Explain their responsibilities and how they collaborate with the care team, Discuss how medical decisions are made and communicated, review common health topics relevant to residents and answer questions directly from residents.	Physician and NP participation at Resident Council meetings. 2026 Resident Experience Survey Report.	Resident Council minutes will identify Physician and NP participation and summary of education provided. 52% strongly agree or agree, and will be reviewed from 2026 Resident Experience Survey Report.	