

Theme I: Timely and Efficient Transitions

Measure Dimension: Efficient

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Number 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 / Oct 2021 - Sep 2022	9.47	9.47	Home currently has one of the best scores in the province; we will strive to sustain our current score of 9.47%	ProResp, CareRX Pharmacy, Mobile X-Ray

Change Ideas

Change Idea #1 To continue to have below provincial average for ED visits.

Methods	Process measures	Target for process measure	Comments
Utilizing external resources to treat residents within the home, with health changes, will continue to maintain below average ED visits (Pro-Resp., Pharmacy, MD, Psychiatrist, Psycho-geriatric resource consultant, BSO, Mobile X-ray, STAT lab work and Physiotherapy, Nurse led outreach team, Hospice Palliative	Track all ED visits, including admission/non admission.	100% of all residents with significant/complex change in health status will be thoroughly assessed for appropriate treatment to prevent ED transfer.	

Change Idea #2 To analyze every ED transfer

Methods	Process measures	Target for process measure	Comments
Thorough review of all hospital transfers using clinical notes.	Analysis of monthly data, identifying trends and areas for improvement to minimize future ED transfers.	100 % of residents transferred to hospital will be reviewed quarterly	

Theme II: Service Excellence

Measure Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident experience: Overall satisfaction Percentage of residents responding positively to: "I would recommend this site or organization to others." (InterRAI QoL)	C	% / LTC home residents	In house data, interRAI survey / 2022	CB	90.00	To exceed present values for resident satisfaction	

Change Ideas

Change Idea #1 1) Increase pleasurable dining atmosphere for residents

Methods	Process measures	Target for process measure	Comments
Education of Pleasurable dining inservice. Ensuring pleasurable dining is part of new staff orientation.	Pleasurable dining audits, resident satisfaction surveys	To increase resident satisfaction and recommendation on surveys to 90% by December 31, 2023	

Theme III: Safe and Effective Care

Measure Dimension: Safe

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment	P	% / LTC home residents	CIHI CCRS / Jul - Sept 2022	24.28	22.00	To improve by 9-10%	

Change Ideas

Change Idea #1 Continued reduction of anti-psychotic drug use

Methods	Process measures	Target for process measure	Comments
Collaboration with BSO nurse to look at alternatives/interventions to Psychotropic medication. Continued completion of Psychotropic Drug review assessments on admission, quarterly and with changes. Involve pharmacy consultant ie. PAC and referrals.	Number of Psychotropic assessments completed by BSO lead and number of pharmacy consultaion reviews completed by pharmacists	All residents on anti-psychotic medications will have assessments completed.Increase the use of BSO resources to assist in identifying non pharmalogical approaches to manage responsive expressions	

Change Idea #2 Discuss the percentage of resident receiving antipsychotic medication without psychosis at the PAC meeting

Methods	Process measures	Target for process measure	Comments
DRQO to pull the report for resident receiving antipsychotic medication without validated diagnosis at the end of each quarter to present in the PAC meeting and coordinate with BSO team to identify the resident whose behaviours were due to unmet needs and doesn't require to be on antipsychotic medications.	PAC meeting minutes	100% of resident receiving antipsychotic medication without psychosis will be reviewed at the PAC and BSO meeting.	