

Experience

Measure - Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents who respond positively to the statement: "Are staff involving you in planning your care?"	C	% / LTC home residents	In-house survey / Annual Resident Survey	82.00	87.00	To promote involvement of residents in their plan of care.	

Change Ideas

Change Idea #1 Strengthen staff and resident connection by coordinating informal gatherings for the direct care staff to socialize with the residents on their floor when the staff members are not on duty.

Methods	Process measures	Target for process measure	Comments
Coordinate one (1) informal social gathering for direct care staff and residents on their floor for a total of two (2) gatherings for each floor. PSWs, unit nurses and RN-Team Lead from different shifts will be invited to attend these gatherings during their off time with pay. All cognitively capable residents will be invited and encouraged to participate in these social gatherings.	Number of informal social gatherings coordinated for direct care staff and residents on each floor.	Two (2) coordinated gatherings will be completed for each floor by December 31, 2024.	Residents with an updated CPS of 0-2 will be invited to participate in these informal staff and resident social gatherings.

Change Idea #2 Improve staff's care delivery and communication by providing customer-service training focusing on resident-centred care.

Methods	Process measures	Target for process measure	Comments
Conduct at least two (2) staff training on customer service focusing on resident-centred care targeting direct care staff.	Number of trainings provided to direct care staff.	Two (2) training sessions will be provided by December 31, 2024.	

Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents responding positively to the meal dining experience.	C	% / LTC home residents	In house data collection / April 1 - December 31, 2024	CB	70.00	To enhance resident's quality of life by improving their dining experience.	

Change Ideas

Change Idea #1 Obtain baseline data on the percentage of residents who are satisfied with their meals based on taste, portion, appeal, and temperature after dining experience.

Methods	Process measures	Target for process measure	Comments
Conduct at least fifty (50) random meal round surveys based on taste, portion, appeal, and temperature within three (3) months (April-June) on all five (5) floors during lunch and dinner.	a. Completed audit template for use. b. Percentage of residents responded positively.	a. An audit template will be developed by April 30, 2024. b. 70% of residents will have responded positively by June 30, 2024.	Residents with an updated Cognitive Performance Scale (CPS) of 0-3 will be randomly selected.

Change Idea #2 Create an action plan for continuous quality improvement based on target result.

Methods	Process measures	Target for process measure	Comments
Design an action plan from September to December 2024 based on target result.	Finalized action plan based on target result.	An action plan will be finalized by December 31, 2024, based on target result.	