

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 Satisfaction	84.00	90.00	To promote involvement of residents in their plan of care and increase residents satisfaction.	

Change Ideas

Change Idea #1 Enhance staff's awareness on the first three (3) rights for dignity and respect under the Resident's Bill of Rights.

Methods	Process measures	Target for process measure	Comments
Provide five (5) education sessions for active nursing staff on the following topics: a) Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability. b) Every resident has the right to have their lifestyle and choices respected. c) Every resident has the right to have their participation in decision-making respected.	Number of education sessions delivered to active nursing staff.	Five (5) education sessions to active nursing staff will be provided by December 31, 2024.	

Change Idea #2 Share point-in-time satisfaction survey results immediately with staff to gain awareness of the resident's experience.

Methods	Process measures	Target for process measure	Comments
One hundred (100) residents' care experience will be randomly selected to administer the point-in-time satisfaction survey after the care is provided.	a. The point-in-time satisfaction survey developed. b. The number of point-in-time satisfaction survey completed.	a. The point-in-time satisfaction survey will be completed and ready to use by May 31, 2024. b. One hundred (100) point-in-time satisfaction surveys will be completed by the December 31, 2024.	Only residents with a Cognitive Performance Score (CPS) of 0-2 will be included.

Safety

Measure - Dimension: Safe

Indicator #2	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	O	% / LTC home residents	CIHI CCRS / July 2023–September 2023 (Q2 2023/24), with rolling 4-quarter average	15.30	15.18	To continue to maintain or outperform the overall Ontario average.	Medisystem, Mackenzie Health, Ontario Shores Centre For Mental Health Sciences

Change Ideas

Change Idea #1 Enhance monitoring of residents on antipsychotic medication without psychosis.

Methods	Process measures	Target for process measure	Comments
Bi-monthly interprofessional review will be conducted for residents on antipsychotic medication without psychosis.	Number of bi-monthly reviews conducted.	At least four (4) bi-monthly reviews will be conducted by December 31, 2024.	

Change Idea #2 Enhance staff knowledge on responsive behaviour management, implementation, de-escalation, communication and other alternative options.

Methods	Process measures	Target for process measure	Comments
At least five (5) in-services will be arranged with the Psychogeriatric Resources Consultant and internal Behavioural Supports Ontario (BSO) team on different responsive behaviours to frontline staff. Provide education on documenting hallucination and delirium in PointofCare (POC) tasks in the electronic healthcare record.	a. The number of in-services provided. b. The number of POC education sessions provided.	a. Five (5) Psychogeriatric in-services will be provided to frontline staff by December 31, 2024. b. Six (6) POC education sessions will be delivered by December 31, 2024.	