

Theme II: Service Excellence	Patient-centred							
		Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".	P	In house data, interRAI survey / Apr 2022 - Mar 2023	% / LTC home residents	53235*	84.40%	90%
Theme III: Safe and Effective Care								
	Safe	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	53235*	28.00%	reduce use of Antipsychotics by 11%

Blue	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Yellow	Yellow	Yellow
White	Light Blue	Light Blue	Light Blue	Light Blue	Light Blue	Yellow	Yellow	Yellow
White		Light Blue	Light Blue	Light Blue	Light Blue	Yellow	Yellow	Yellow
Blue	Light Yellow	Light Yellow	Light Yellow	Light Yellow	Light Yellow	Yellow	Yellow	Yellow

Column8	Column9	Change	Column10
Target justification	External Collaborators	Planned improvement initiatives (Change Ideas)	Methods
M = Mandatory (all cells must be	M = Mandatory (all cells must be completed) P = Priority	M = Mandatory (all cells must be completed) P = Priority (complete ONLY the	M = Mandatory (all cells must be completed) P = Priority (complete ONLY the comments cell if you are not
Reduce current % by 5% to meet Target.	Medical Director, Physicians	1) Education on improving Nursing process and SBAR communication tool.	1) All Registered Staff will be educated by the DOC/ADOC in Nursing process which includes Assessment skills, planning, intervention and evaluation of resident condition. 2) All Registered Staff will be re-educated by the ADOC/DOC on SBAR communication and documentation process 3) Post instructional guide on how to use SBAR at the nurses station for quick reference 4) review SBAR at risk management morning meeting daily
		2) Initiate "My Wishes" program in the home	1) Train the trainer education with recreation, nursing departments and the Social Service Worker 2) review with resident and family council

	BSO, Ontario Association of Residents' Council	Residents' will feel they can express their opinions without fear of consequences through strengthening relationships between residents, staff and leadership;; 2.) Educate care providers on resident -centred care and resident Bill of Rights.	Increase in person Resident Bill of Rights understanding amongst staff and residents through Residents' Council week, Resident Knowledge break Program theme of Resident Rights, visible literature and reminders throughout home. Utilize Ontario Association of Residents' Council resources.
Meet Corporate benchmark of 17.3 %	Medical Director, Physicians, Pharmacy,BSO	1) Roll out of the antipsychotic deprescribing tool	1) educate staff on the use of deprescribin algorithm. 2) BSO lead uses tracking tool of all residents taking an antipsychotic, tracks diagnosis, dose, behaviour. 3) review tracking tool at Monthly meetings with antiphycotic deprescribing team which includes BSO team recommendation; 4) Educate registered staff on the risk of using antipsychotics medications.
		1. Residents admitted on antipsychotics will have this discussed at their admission care conference.	1. Physicians & Pharmacy consultant to be involved in the review of newly admitted residents on antipsychotics by the time of the admission care conference. 2. If appropriate, Pharmacy consultant will make recommendations for tapering antipsychotics.

Column11	Column12	Column13
Process measures	Target for process measure	Comments
M = Mandatory (all cells must be completed) P = Priority (complete ONLY the comments cell if you are not	M = Mandatory (all cells must be completed) P = Priority (complete ONLY	M = Mandatory (all cells must be completed) P = Priority (complete
1) # of Registered Staff attended the Nursing Process and SBAR education 2) number of times SBAR was used when writing a progress note.	1) 100% of all registered staff will be educated on the Nursing Process and SBAR communication and documentation.	
1) # of Staff trained on the My Wishes program. 2) number of residents who are eligible that participated. 3) number of times program is discussed at resident council and family council	1) Program Manager, SSW, and educator will participate in the train the trainer program. 2) 100% of new admissions that are eligible will participate in the program 3) my wishes will be reviewed at one resident council meeting and one family council meeting.	

1.) Number of staff educated in Resident Rights. 2.) Number of staff educated in Therapeutic relationships.	100% of staff will be educated in Resident Rights and Therapeutic relationships by Dec. 31, 2023.	
1) # of staff educated on use of deprescribing algorithm 2) # of registered staff educated on risks of antipsychotic use.	1) 100% of staff will be educated on the algorithm and the risks associated with use of antipsychotic	The Home is collaborating with the interdisciplinary team, Pharmacist and Medical Doctors with the appropriate intervention and deprescribing of antipsychotic medication that will have less impact for our residents
1. # of new residents who are on antipsychotics who are reviewed by Pharmacy consultant. 2. # of pharmacy recommendations to taper antipsychotics up on admissions.	100 % of all new residents on antipsychotics will have medication reviewed by pharmacy consultant prior to admission care conference	

