

## 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	20.56	15.60	Reduce current percentage of ED visits by 5% to meet target	

### Change Ideas

Change Idea #1 1) Education on improving Nursing process and SBAR communication tool.

Methods	Process measures	Target for process measure	Comments
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	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.	

## Change Idea #2 Initiate "My Wishes" program in the home

Methods	Process measures	Target for process measure	Comments
1) Train the trainer education with recreation, nursing departments and the Social Service Worker 2) review with resident and family council	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.	

## Theme II: Service Excellence

### Measure Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".	P	% / LTC home residents	In house data, interRAI survey / Apr 2022 - Mar 2023	CB	90.00	Current performance is 84.4%	

### Change Ideas

Change Idea #1 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.

Methods	Process measures	Target for process measure	Comments
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	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.	

## 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	27.97	17.30	Meet Corporate benchmark of 17.3%	

**Change Ideas**

Change Idea #1 1) Roll out of the antipsychotic deprescribing tool

Methods	Process measures	Target for process measure	Comments
1) educate staff on the use of deprescribing 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 antipsychotic deprescribing team which includes BSO team recommendation; 4) Educate registered staff on the risk of using antipsychotics medications.	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

Change Idea #2 1. Residents admitted on antipsychotics will have this discussed at their admission care conference.

Methods	Process measures	Target for process measure	Comments
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.	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	