

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 | X | 17.00 | Collecting data for new home, aim to be under the provincial average. | |

Change Ideas

Change Idea #1 The home to assess the resident's code status on a quarterly basis or as needed.

| Methods | Process measures | Target for process measure | Comments |
|---|---|--|----------|
| Conduct an interdisciplinary meeting (RAP meetings) to discuss the resident's goal of care with the resident or power of attorney. Ensure any changes discussed are communicated and followed up with the front-line staff. | number of code status reviewed on a quarterly basis or as needed by the interdisciplinary team members. | The home will review 100% of residents code status each quarter. | |

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 | CB | Collecting data for new home, results from 2022 survey will be for two separate homes but the interventions remain true for the new LTC building. | |

Change Ideas

Change Idea #1 Review whistle blower policy at resident council meetings each month

| Methods | Process measures | Target for process measure | Comments |
|---|---|--|----------|
| standing agenda to be added to meeting to ensure residents have the opportunity to discuss whistle blower policy at each meeting to gain better understanding | the number of meetings where residents discussed the whistle blower policy. | 100% of meetings will discuss the whistle blower policy. | |

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 | 8.33 | 8.33 | goal is to maintain current rate throughout the process of expanding the home to 160 residents. Current rate is reflective of previous home. | |

Change Ideas

Change Idea #1 review of all residents prescribed PRN antipsychotics to ensure they have alternative interventions in their care plan to reduce the need for their PRN and discuss medication being discontinued if appropriate.

| Methods | Process measures | Target for process measure | Comments |
|--|---|--|----------|
| Each resident will have care plan reviewed quarterly for resident specific interventions and to have their PRN antipsychotic discontinued. | % of residents prescribed PRN antipsychotics that have resident centered interventions in place | 100% of residents prescribed PRN antipsychotics that have resident centered interventions in place | |

Change Idea #2 Verify the data on the number of residents prescribed antipsychotics, including new starts, prns, and administration rates

| Methods | Process measures | Target for process measure | Comments |
|--|--|--|----------|
| collaborate with pharmacy consultant to determine data | number of new and updated statistics to review | the home will obtain 3 reports (admin rates, PRNS, new starts) at next quarterly MAC meeting | |