

Equity

Measure - Dimension: Equitable

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
We commit as an organization to complete the EDI in LTC assessment and planning tool developed by CLRI as an interdisciplinary team with the input and collaboration of our residents, families, staff and partners in 2024	C	Number / Other	Other / 2024	CB	CB	We commit as an organization to complete the EDI in LTC assessment and planning tool developed by CLRI as an interdisciplinary team with the input and collaboration of our residents, families, staff and partners in 2024	CLRI

Change Ideas

Change Idea #1 Completing this assessment will help us in identifying what our organization and homes are doing well and how we can improve our equity, diversity and inclusion practices. in the following 7 areas: 1. Planning and policy 2. Organizational Culture 3. Education and Training 4. Human Resources 5. Community Capacity Building 6. Resident and Family Engagement 7. Service Provision

Methods	Process measures	Target for process measure	Comments
Assessment Completion and Review with an interdisciplinary team using the feedback and collaboration of our residents, families, staff, and partners.	Assessment completed	Calendar year 2024	Determine baseline to support action plan development.

Experience

Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of family responding positively to "My family member gets the health services that he/she needs."	C	% / Family	In-house survey / April 2024-April 2025	85.00	90.00	Challenges: Family compliance with completing Family interRAI Quality of Life Survey annually.	

Change Ideas

Change Idea #1 Increase Family Participation with completing the Family interRAI Quality of Life Survey

Methods	Process measures	Target for process measure	Comments
Send Families online version, paper copy, follow ups, initiate and encourage completion at care conferences	The quality team will evaluate the outcomes of the survey regarding participation rates, and subsequently compare these figures with the number of completed care conferences attended by families during the corresponding quarter.	75% participation in the surveys, which equates to approximately 12 surveys per quarter based on the current resident home size of 68. This objective is targeted to be accomplished by December 2024.	Assign survey lead as number of surveys may vary per quarter.

Change Idea #2 Increase family awareness of the following services within the home: Life labs, Launch pad, STL Imaging for X-rays and Ultrasounds, Pro resp, Physician 24/7 availability, dentistry, Hair dresser, EOL palliative care, Social Worker, Chaplain.

Methods	Process measures	Target for process measure	Comments
Brining awareness through regular communication with families via news letters, one call, digital display in the home entrance, admissions, Family email list.	Through the Quarterly family satisfaction Survey question G4. "My family member gets the health services that he/she needs"	Our goal for this year is to ensure that, in each quarter, the question "Did we exceed your expectations?" receives a positive response of over 75%.	We want the family response to be reflective that families are aware of the above services.

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents responding positively to "Would you recommend this site to others?"	C	% / LTC home residents	In house data, interRAI survey / April 2024- April 2025	70.00	85.00	80% and above of positive responses indicate higher level of satisfaction	

Change Ideas

Change Idea #1 BSO team to complete "My Personhood Summary" tool embedded in PointClickCare for newly admitted residents.

Methods	Process measures	Target for process measure	Comments
BSO team will complete the assessments, which will be available for all staff to view under PCC clinical chart to learn more about residents.	Number of My personhood summary completed, Improved positive responses on question "Some of the staff know the story of my life"	Goal is to meet the target of 85% to improve overall satisfaction	

Change Idea #2 Enhanced education sessions for team members on N Adv RAO Resident and Family-Centered care clinical pathways.

Methods	Process measures	Target for process measure	Comments
Education sessions scheduled by champions/train the trainers.	Education sign up form, huddles, etc.,	Goal is by September 2024, all responsible staff completing the assessments and assisting in building care plans are trained.	