

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	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.	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 residents who responded positively to the statement: "I can express my opinion without fear of consequences".	O	% / LTC home residents	In house data, interRAI survey / Most recent consecutive 12-month period	CB	CB	n/a	

Change Ideas

Change Idea #1

Methods	Process measures	Target for process measure	Comments
			We are prioritizing other areas of focus

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	Rate per total number of admitted patients / LTC home residents	In house data collection / April 2024- April 2025	92.00	98.00	improvement	

Change Ideas

Change Idea #1 Improve resident experience and feeling of worth in long term care

Methods	Process measures	Target for process measure	Comments
Creating a "Ask a resident" recreation program and newsletter, where staff members, resident family members, volunteers or other residents can submit a question to the program and the answer will be created by residents provided in a monthly article newsletter	Resident satisfaction survey results " J2 people ask me for my help or advice"	Our goal is to reach target of 75% as increased positive responses reflects overall satisfaction	

Change Idea #2 Provide staff education so that team members can support residents satisfaction and feeling of worth in long term care

Methods	Process measures	Target for process measure	Comments
develop and host education for all staff on how they can implement choice, feeling of worth, asking advice, to residents in daily care activities.	Resident satisfaction survey question "j2 people ask me for my help or advice"	Our goal is to reach target of 75% as increased positive responses reflects overall satisfaction	

Change Idea #3 Continuing with our resident spotlight quality improvement plan from last year.

Methods	Process measures	Target for process measure	Comments
We will enhance our resident spotlight to line up with our improvement idea of this year. We will also add when residents want to participate on their spotlight, a comment or "life advice from "resident name"". This will allow our resident's to feel more involved and allow them to impart words of wisdom to those that are seeing their resident spotlight.	Our resident quality of life survey question J2 People ask me for advise or help.	Our goal is to reach target of 75% as increased positive responses reflects overall satisfaction	

Measure - Dimension: Patient-centred

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of family responding positively to "Did we meet and exceed your expectations"	C	% / Family	In-house survey / April 2024-April 2025	91.75	95.00	We wish to improve our current performance	

Change Ideas

Change Idea #1 Improving admission process for new families admitting a loved one into long term care

Methods	Process measures	Target for process measure	Comments
Continuing to work with the Deborah Bakti's book club through family council and reviewing Deborah's book "Now what? managing the emotional journey of long term care"	Results from family satisfaction survey for question "Did we meet or exceed your expectations?"	95% positivity response	

Change Idea #2 Improving admission process for family members admitting a loved one into long term care

Methods	Process measures	Target for process measure	Comments
Implementation of a Family member volunteer that will meet with all new admission's families on day of admission and support them by providing information on Delhi Long Term Care, on family council, on Deborah Bakti's book "Now what?..." and answer any questions new families may have about having a loved on in long term care.	No. of admissions supported by dedicated volunteer, results from family satisfaction survey, "did we meet or exceed your expectations"	target of 95% positivity response to the above question in process measures	