

Access and Flow | Efficient | Priority Indicator

	Last Year		This Year	
Indicator #4	31.96	25	42.42	32
Rate of ED visits for modified list of ambulatory care–sensitive conditions* per 100 long-term care residents. (Peoplecare Oakcrossing)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 **Implemented** **Not Implemented**

Increase family knowledge on Resident prognosis, change in condition, end of life and advanced directives. Ensure advanced care directive discussion is completed with residents at any change in condition

Process measure

- Audit the Resident levels currently and monitor levels quarterly

Target for process measure

- 100% of Residents will have documentation of advanced directives discussion and all residents will be supported with in time discussions in change of condition

Lessons Learned

we continue to align this focus with resident and family decision making

Change Idea #2 **Implemented** **Not Implemented**

To build capacity among Registered team members by analyzing every ED visit and promoting collaborative health teaching.

Process measure

- Monitoring numbers of ER transfers and 100% of staff received education

Target for process measure

- 100% of ER transfers will be reviewed at the multidisciplinary huddle

Lessons Learned

we have a rise in ER transfers in 2023. We will continue to focus on this change idea

Experience | Patient-centred | Custom Indicator

	Last Year		This Year	
Indicator #3	61.40	80	CB	NA
Percentage of residents who responded positively to the statement "Did we exceed your expectations? (Peoplecare Oakcrossing)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

Improved satisfaction with quality of food, dining experience and overall choices Development of a customer comment card

Process measure

- Resident and family surveys, audit of meal services, in the moment feedback with new menu choices

Target for process measure

- 80% of resident survey will be satisfied with the quality of meals, and express an enjoyable dining experience.

Lessons Learned

we have had great successes with the customer comment card

Change Idea #2 Implemented Not Implemented

Resident to feel comfortable with expressing feelings

Process measure

- Resident surveys, Education sign off by staff who participated in education.

Target for process measure

- 90 % of resident survey results will confidently respond they feel they can express their feelings, 75% staff will receive education by June 30th and 100% of staff will complete education by Dec 31st, 2023.

Lessons Learned

we need to continue to focus on this change idea.

Indicator #1	Last Year		This Year	
	Percentage of families who respond positively to "we would recommend this home to others" (Peoplecare Oakcrossing)	85 Performance (2023/24)	90 Target (2023/24)	78 Performance (2024/25)

Change Idea #1 Implemented Not Implemented

Increase the participation and completion of surveys that are provided to all POA/Family members.

Process measure

- Increased numbers of survey completion

Target for process measure

- increase participation of surveys to 75% of all key stateholders have completed surveys

Lessons Learned

increased admissions, families struggling with LTC admissions.
Continued work to support this change idea

Safety | Safe | Priority Indicator

	Last Year		This Year	
Indicator #2	26.48	23	26.41	23
Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment (Peoplecare Oakcrossing)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

Collaborate with the Physician to ensure residents using anti-psychotic medications have a medical diagnosis and reasons for use is identified.

Process measure

- monitoring usage of antipsychotic drug usage

Target for process measure

- 95% of all residents receiving anti-psychotic medications will be reviewed to have appropriate diagnosis to validate usage

Lessons Learned

This continues to be a focus for new resident doctors and orders. We will continue to work on the change idea