

Equity | Equitable | Custom Indicator

Indicator #4	Last Year		This Year		
	CB	CB	100.00	--	NA
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 (PeopleCare Delhi LTC)	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 ☒ Implemented ☐ Not Implemented

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

**Process measure**

- Assessment completed

**Target for process measure**

- calendar year 2024

Lessons Learned

EDI team has been formed, Equity, Diversity and Inclusion in LTC assessment and planning tool has been completed. This completed tool will guide us to identify areas we are performing well, areas for improvement and action plan aim to support culturally appropriate care while helping to foster an inclusive workplace.

Comment

Equity, Diversity and Inclusion in LTC assessment and planning tool has been completed as planned.

Experience | Patient-centred | Custom Indicator

Indicator #2	Last Year		This Year		
	92.00	98	100.00	--	NA
Percentage of residents responding positively to "Would you recommend this site to others?" (PeopleCare Delhi LTC)	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 ☒ Implemented ☐ Not Implemented

Improve resident experience and feeling of worth in long term care

- Process measure
- Resident satisfaction survey results " J2 people ask me for my help or advice"
- Target for process measure
- Our goal is to reach target of 75% as increased positive responses reflects overall satisfaction

Lessons Learned

Staff were educated and encouraged to always receive resident's advice prior to initiating a task. Any feedback received from resident while completing the survey was reviewed and implemented.

Change Idea #2 ☒ Implemented ☐ Not Implemented

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

- Process measure
- Resident satisfaction survey question "j2 people ask me for my help or advice"
- Target for process measure

- Our goal is to reach target of 75% as increased positive responses reflects overall satisfaction

**Lessons Learned**

All staff attended an online virtual education with Deborah Bakti on "The relational approach". This education did provide insights on how staff can initiate conversation, trust and empathy in being partner in providing care for resident along with their family members.

**Change Idea #3** ☒ **Implemented** ☐ **Not Implemented**

Continuing with our resident spotlight quality improvement plan from last year.

**Process measure**

- Our resident quality of life survey question J2 People ask me for advise or help.

**Target for process measure**

- Our goal is to reach target of 75% as increased positive responses reflects overall satisfaction

**Lessons Learned**

This change idea a significant impact on staff ability to know resident's interest, past life and their biggest accomplishment. Resident felt great pride in sharing those moments and staff enjoyed getting to know residents personal stories.

**Comment**

All change ideas implemented successfully in enhancing resident's overall experience in sharing their advise. Survey results with 100% outcome is evidence of overall resident's experience.

Indicator #1	Last Year		This Year		
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)
Percentage of family responding positivey to "Did we meet and exceed your expectations" (PeopleCare Delhi LTC)	91.75	95	100.00	--	NA

**Change Idea #1** ☒ Implemented ☐ Not Implemented

Improving admission process for new families admitting a loved one into long term care

**Process measure**

- Results from family satisfaction survey for question "Did we meet or exceed your expectations?"

**Target for process measure**

- 95% positivity response

**Lessons Learned**

The change idea was implemented to improve the process of new families joining Delhi LTC community and the result reflecting 100% is the evident of the successful outcome.

**Change Idea #2** ☒ Implemented ☐ Not Implemented

Improving admission process for family members admitting a loved one into long term care

**Process measure**

- No. of admissions supported by dedicated volunteer, results from family satisfaction survey, "did we meet or exceed your expectations"

**Target for process measure**

- target of 95% positivity response to the above question in process measures

**Lessons Learned**

The change idea was implemented and followed through by dedicated volunteer and at times by Social Service worker to receive feedback, questions and support new residents and families to enhance their experience to adjust in their new home.

**Comment**

Both the change ideas were successfully implemented with great outcome.

Experience | Patient-centred | **Optional Indicator**

Indicator #3	Last Year		This Year		
	CB	CB	100.00	--	NA
Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences". (PeopleCare Delhi LTC)	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 ☐ Implemented ☒ Not Implemented

Process measure

- 

Target for process measure

No target entered

- 

Lessons Learned

We are prioritizing other areas of focus

Comment

We are prioritizing other areas of focus