

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	15.58	13.00	Lower to meet provincial average.	

Change Ideas

Change Idea #1 based on previous ED, review skill set of registered staff and provide education on assessments relevant to ED transfers

Methods	Process measures	Target for process measure	Comments
DOC would provide on site education, workshops to registered staff.	Number of registered staff that were educated	100% of registered staff will have this additional education	

Change Idea #2 Palliative care team has been re-introduced in the home

Methods	Process measures	Target for process measure	Comments
Education has been set up for 2 staff to attend and further educate themselves for end of life processes and the My Wishes program, advance directives have been removed from the residents chart as my wishes program will be followed and family will be contacted each time there is a change in condition as needed	To reduce amount of deaths in the hospital compared to the resident being able to spend last days in the comfort of their home at Maitland Manor	PCC record for ADT	Have educated staff assist in sharing their knowledge and branching off to other members of the palliative team to find more comforting ways at the end of life for residents

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	86.2% residents felt that they were able to feel comfortable to raise concerns with staff and leadership	

Change Ideas

Change Idea #1 Educate family members on Whistleblower policy that is in place at Maitland Manor, and attend resident council meeting to explain also the Whistleblower policy and that ED is available to always listen to concerns or suggestions from residents to ensure that they know that they matter.

Methods	Process measures	Target for process measure	Comments
Spend time with the residents to ask them questions as to how or what we can do to improve "happiness" in the home	Discuss with residents who are able to communicate and understand questions, other residents contact or send out communication to families to notify them of calendar of events for upcoming months and special activities/fun days that are planned	meet corporate average plus 2%	ensure that residents know that they can feel safe to voice their concerns whenever they want to

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	21.59	17.30	To meet corporate goal	

Change Ideas

Change Idea #1 BSO team of PSW and RN have been working together with Senior Mental Health, and the NP to reduce the amount of anti-psychotics used in the home. Education for staff and implementation of Nursing Restorative program has begun effective March 27, 2023

Methods	Process measures	Target for process measure	Comments
PCC Quality indicator data-rolling quarter reviewed monthly on score card submission	Number of residents coded to indicator previous months	3% reduction is our target to obtain better than last year percentage	Implementation of Nursing Restorative program and assistance of BSO team members with SMH and NP/physician to reduce amount of anti-psychotic medications used, implement more one to one visits, and programs to decrease behaviours