

Theme I: Timely and Efficient Transitions | Efficient | Priority Indicator

	Last Year		This Year	
Indicator #1	11.38	11.38	16.54	14
Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents. (Fairfield Park)	Performance (2022/23)	Target (2022/23)	Performance (2023/24)	Target (2023/24)

Change Idea #1 Implemented Not Implemented

Maintain current performance so that it continues to be below the provincial average.

Target for process measure

- Number of ED transfers will remain lower than or equal to the provincial average when released in February/March of 2023

Lessons Learned

Although we collaborated with health care partners to maintain our previous performance, the continued strain on the health care sector restricted our ability to utilize key health care providers in order to maintain our previous performance.

Comment

Many of our partners were seconded to other homes or health care settings to provide assistance in ongoing outbreaks and staffing shortages.

Theme II: Service Excellence | Patient-centred | Priority Indicator

	Last Year		This Year	
Indicator #4	20.39	70	27.84	--
Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences". (Fairfield Park)	Performance (2022/23)	Target (2022/23)	Performance (2023/24)	Target (2023/24)

Change Idea #1 Implemented Not Implemented

Improve percentage of residents who respond positively to " I can express my opinion without fear of consequences"

Target for process measure

- 70% of responses to this question will be coded by residents/ family as #3 most of the time) or 4 (always) when they are summarized at the end of the 2022 calendar year.

Lessons Learned

By adding the Resident Family Satisfaction survey to an online platform, it allowed more of our residents and Family members to take part in 2022.

	Last Year		This Year	
Indicator #3	40.63	70	66.67	--
Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?" (Fairfield Park)	Performance (2022/23)	Target (2022/23)	Performance (2023/24)	Target (2023/24)

Change Idea #1 Implemented Not Implemented

Improve percentage of residents responding positively to "What number would you use to rate how well the staff listen to you?"

Target for process measure

- 70% of responses to this questions will be coded by resident/family #8, #9 or #10 (best possible) when they are summarized at the end of the 2022 calendar year.

Lessons Learned

By adding the Resident Family Satisfaction survey to an online platform, it allowed more of our residents and Family members to take part in 2022.

Indicator #2	Last Year		This Year	
	Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment (Fairfield Park)	20.77 Performance (2022/23)	19 Target (2022/23)	19.12 Performance (2023/24)

Change Idea #1 Implemented Not Implemented

Improve RN/RPN knowledge of following assessments: CAM, MOCHA, Geriatric Depression Scale as well as medication usage and desired effect of antipsychotic medication in the geriatric population.

Target for process measure

- Increase # assessments completed by Non-BSO Team Members by 5%

Lessons Learned

By increasing BSO hours in the home as well as increasing additional members to the BSO internal team we were able to provide the education to registered staff on pertinent assessments and medication usage. Our internal BSO team also partook in education from the external BSO team providing them with a further insight on these medications.

Change Idea #2 Implemented Not Implemented

Implemented new responsive Behaviour Assessments

Target for process measure

- No target entered

Lessons Learned

This that allowed registered staff to explore non-pharmacological interventions for residents with responsive behaviours.

