Access and Flow

Measure - Dimension: Efficient

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Rate 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 / October 1, 2024, to September 30, 2025 (Q3 to the end of the following Q2)	41.77	32.00	Target reflects an ambitious improvement toward a multi-year goal.	

Change Ideas

Change Idea #1 Nurses demonstrate confidence in communicating care options to residents and/or their families, resulting in a reduction of avoidable transfers to the Emergency Department.

Methods	Process measures	Target for process measure	Comments
1- End-of-life care education for nurses 2 - Palliative care education for nurses 3- Having difficult conversations education	75% of registered staff receive education on: 1- End-of-life care 2- Palliative care 3 - Difficult conversations 4- Audit use of EDOS consultations	75% of registered staff receive education on: End-of-life care; Palliative care; Difficult conversations. 75% of registered staff received education when transfers occur without consulting EDOS	

Equity

Measure - Dimension: Equitable

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education	O	% / Staff	Local data collection / Most recent consecutive 12-month period	100.00	100.00	Target reflects desirable and theoretical best.	

Change Ideas

Change Idea #1 Integrate equity, diversity, inclusion (EDI), and Indigenous reconciliation into the agenda by designing at least one interactive sessions or activities that engage 100% of leadership participants by the next leadership retreat in 2026.

Methods	Process measures	Target for process measure	Comments
An interactive session will occur at the leadership retreat. The source and modality is to be determined.	% of leadership who were registered and completed session.	100% of registered leadership members will complete the session.	

Safety

Measure - Dimension: Effective

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Resident Direct Care: Number of hours of direct care provided to each resident per day.	C	Hours / LTC home residents	In house data collection / January to December	3.70	4.00	Minimum Ministry requirement.	

Change Ideas

Change Idea #1 Strive to ensure that all shifts are filled by staffing sick calls and vacation absences.

Methods	Process measures	Target for process measure	Comments
Back fill shifts, performance management, agency usage.	% of agency hours worked in the month.	May see increase in hours to ensure coverage.	

Measure - Dimension: Effective

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Critical Incidents: Reduce the number of critical incidents that occur in the year.	C	Number / LTC home residents	Publicly Reported, MOH / January to December	56.00	42.00	We aim to reduce critical incidents by 25%.	

Change Ideas

Change Idea #1 Reduce critical incidents related to resident to resident expressions and injuries by increasing the BSO support through BSCAs and external BSO partnership.

Methods	Process measures	Target for process measure	Comments
Increase BSCA support by ensuring BSCAs are backfilled. Utilize external BSO support when possible.	Number of BSCA staff. Number of BSCA working short (unfilled shifts).	BSCA working short is less than 10%.	