Access and Flow

Measure - Dimension: Efficient

Indicator #2	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)	30.91	25.00	Target reflects an achievable improvement.	

Change Ideas

Change Idea #1	Increase staff education and capacity to ensure that all in house treatments are thoroughly considered and/or provided prior to transferring to hospital.		
Methods	Process measures	Target for process measure	Comments
1. Education sheet of hospital vs home treatments provided to families on admission; 2. Charge nurse will consult with MD prior to any transfer; 3. Advanced care planning on admission with RSW. 4. Provide training for specialized skills to registered nursing staff; 5. Transfers tracked and trended for educational opportunities.	% of registered nursing staff that have completed specialized skill training	80% of registered nursing staff will complete specialized skill training	

Equity

Measure - Dimension: Equitable

Indicator #3	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	We aim to maintain current performance 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 of that session is to be determined.	% of leadership who were registered and completed the session.	100% of registered leadership members will complete the education 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	2.80	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	