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)	15.70	15.70	We aim to maintain our current performance as it reflects a better performance than the province and our peers.	

Change Ideas

Change Idea #1 Emergency Department transfers place long-term care residents at risk for delirium, functional decline, and hospital-acquired infections. Evidence indicates that many transfers are preventable through proactive clinical assessment and timely in-home care.

Methods	Process measures	Target for process measure	Comments
Implement standardized early warning and clinical assessment tools and strengthen RN/RPN escalation pathways.	% of staff trained in early recognition and escalation pathways.	80% of registered staff educated.	

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	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. To further embed safe leadership across the organization, all leaders will receive relevant EDI-AR-IR education.

Methods	Process measures	Target for process measure	Comments
An interactive session will occur at the leadership retreat. The source and modality of that session to be determined.	% of leadership who were registered and completed the education session.	100% of registered leadership 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	3.80	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	

Measure - Dimension: Safe

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of LTC home residents who fell in the 30 days leading up to their assessment	O	% / LTC home residents	CIHI CCRS / July 1 to September 30, 2025 (Q2), as target quarter of rolling 4-quarter average	21.54	21.50	We are aiming to sustain the current performance as our recent internal data indicates we are above the performance data reported here at Q2 2025.	

Change Ideas

Change Idea #1 Improve assessments and reviews of resident falls.

Methods	Process measures	Target for process measure	Comments
1- Implement the new falls review conference record in PCC 2- Implement Scott's falls assessment tool 3- Provide education on new tools 4- Continued tracking and monitoring of falls at unit level	1- Chart audit of utilization 2- Tool implemented 3- Staff education on new tools 4- Trending analysis	1- 75% of audited charts utilize new tool 2- Full implementation across all units 3- 80% of registered staff received education 4- Quarterly trend analysis occurs and reported at Quality	