

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	20.27	19.00	As the Home introduces new testing or x-ray technology, this may reduce our current performance.	

Change Ideas

Change Idea #1 Updates to be received from the RAI co-ordinator regarding reasons for transfer. Will review these with Director of Care and Charge Nurse. Monitor these reasons monthly.

Methods	Process measures	Target for process measure	Comments
Ongoing monthly analysis to be kept and shared with the care team. Strategies to be discussed, trialed if possible and then reviewed.	Number of monthly reports reviewed, for the next 12 months.	100% of monthly reports regarding ED visits to be reviewed and analyzed	

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 responding positively to: "What number would you use to rate how well the staff listen to you?"	P	% / LTC home residents	In house data, NHCAHPS survey / Apr 2022 - Mar 2023	13.56	95.00	All residents at Huronview have the right to be involved in their care which includes having staff listen to them.	

Change Ideas

Change Idea #1 To have residents complete the annual satisfaction survey which includes this question. Have the results tabulated and reviewed with the residents.

Methods	Process measures	Target for process measure	Comments
To review the results from the survey. Residents who need assistance to complete and understand this question, is to receive this assistance from the person overseeing the survey completion.	By having all of the residents complete the question. For this past year, just under 50% of those surveyed did not answer this question.	To have 100% completion rate for this question.	Total Surveys Initiated: 120 Total LTCH Beds: 120

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	13.04	10.00	Huronview has had great success with this indicator but the current performance is higher. The goal is to reduce this percentage. Throughout this past year, the home has had significant number of empty beds for long lengths of time. This possible could have impacted this current performance.	

Change Ideas

Change Idea #1 To have the nursing leadership team, along with the BSO Lead, to review all residents charts who are receiving antipsychotic medication.

Methods	Process measures	Target for process measure	Comments
Review the information collected by the above noted teams/leads. Where needed, have the Homes Medical Director involved for possible medication changes.	to reduce the number of residents without psychosis being given antipsychotic medication.	Target reflects local LHIN data, along with provincial average of 19.3% and Canadian average of 22%. Current performance is well below both of these averages.	