

## Access and Flow

### Measure - Dimension: Efficient

Indicator #1	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)	32.64	20.00	Enhanced staffing on all home areas, particularly the Registered Practical Nurses will improve the overall residents health assessments and aid in timely identification of an underlying health concern upon symptom presentation. This would help treating the residents in house upon identifying the underlying concerns with proper nursing assessments in collaboration with physicians and could reduce unnecessary ED visits.	

### Change Ideas

## Change Idea #1 Enhanced staffing pattern on all home areas for Registered Practical Nurses and Personal Support Workers

Methods	Process measures	Target for process measure	Comments
Add 8 hour RPN and 8 hour PSW shifts to each home area	Add one 8 hour RPN shift to existing 12 hour RPN shift for days on each home area and add 8 hour PSW shift to the existing PSW compliment of 3 staff for days.	Reduction of ED visits by 50%	Enhanced RPN staffing pattern would identify significant changes in residents with appropriate assessment tools in a timely manner, improving inter-professional communication and accurate documentation. This would also aid in treating the residents in house upon identifying the underlying concerns with proper nursing assessments in collaboration with physicians and could reduce unnecessary ED visits. Enhanced PSW staffing would provide comprehensive care to residents in all daily personal care aspects and thus enhancing overall quality of care to residents.

## Equity

### Measure - Dimension: Equitable

Indicator #2	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	91.67	100.00	Lakeland Leadership members have taken advanced EDI training which will be imparted to all staff and staff will be able to utilize those advanced EDI methods while working with various groups of staff and resident population.	

### Change Ideas

Change Idea #1 Train all existing staff in advanced Equity, Diversity and Inclusion(EDI) education and practices

Methods	Process measures	Target for process measure	Comments
Incorporate advanced EDI training in to monthly mandatory orientation training days.	Number of staff completed the advanced EDI training	100% of staff will be educated on advanced EDI practices	Two of the Lakeland leadership members have taken advanced EDI training to train all the staff in advanced practices of EDI.

## Experience

### Measure - Dimension: Patient-centred

Indicator #3	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?"	O	% / LTC home residents	In house data, NHCAHPS survey / Most recent consecutive 12-month period		80.00	PIECES and Positive approaches to care are proven and effective courses which will enhance staff understanding of residents with dementia and complex care needs. The overall outcome will be enhanced communication between staff and residents utilizing the knowledge from the courses which will meet residents personalized needs.	

## Change Ideas

Change Idea #1 Advanced communication skills training to staff to effectively communicate with residents to meet their needs

Methods	Process measures	Target for process measure	Comments
Providing PIECES and Positive approaches to care courses available to staff	Number of staff completed the PIECES and Positive approaches to care courses	50% of the staff will complete PIECES and Positive approaches to care courses.	Staff will learn about Holistic assessment approach addressing physical, intellectual, emotional, capabilities, environment, and social factors and relationship-based methods emphasizing connection, dignity, and brain change understanding.