

## 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 / October 2020 - September 2021	15.25	13.50	Current performance is already below the provincial average, target set to the LHIN average of 13.5		

### Change Ideas

Change Idea #1 Consent, capacity and advance care planning training

Methods	Process measures	Target for process measure	Comments
3 Part Consent and Capacity Series with Elaine Calvert	Number of leaders and RNs that have completed training	75% of leaders and active RNs complete the training	Also supports RNAO BPSO BPG work on Person and Family Centered Care & A Palliative Approach to Care in the Last 12 Months of Life

Change Idea #2 Implementation of ThinkResearch Clinical Support Tool (CST) for "Palliative and End of Life" into PCC

Methods	Process measures	Target for process measure	Comments
Weekly reviewing of reports of CHES scores from RAI MDS assessments	% of residents with Palliative Care/EOL assessments completed	100% of residents receive a Palliative Care/EOL assessment using the CST when PPS score is <30% or and/or CHES score is >4	

Change Idea #3 Begin tracking hospital transfers in PointClickCare (PCC) electronic health record admission/discharge/transfer module.

Methods	Process measures	Target for process measure	Comments
Training for nurses to use the ADT features to track ED transfer data (moving away from manual spreadsheet tracking) Regular auditing to ensure ED transfers are all entered into PCC/ADT	# of ED transfers tracked in PCC/ADT	100% of transfers are captured in PCC/ADT	

Change Idea #4 Tracking utilization of LTC Cares to prevent ED transfers, or plan ED transfers in advance

Methods	Process measures	Target for process measure	Comments
Collect data on number of times LTC Cares prevented an ED transfer or facilitated a scheduled/planned transfer. Provide refresher resources to MDs and NP.	# of times LTC Cares was used # of transfers prevented # of transfers that were scheduled	baseline data collection	

## 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 who responded positively to the statement: "I can express my opinion without fear of consequences".	C	% / Survey respondents	In-house survey / 2021	94.00	94.00	The goal is to maintain performance above 85%	

### Change Ideas

Change Idea #1 Thrive Group Customer Service Training

Methods	Process measures	Target for process measure	Comments
Staff to participate in 3 hour Customer Service Training session.	% of new staff that completed customer service training % of existing staff that completed customer service training	75% of all new hires will complete customer service training in 2022. 10% of existing staff will complete customer service training by December 31, 2022.	

**Measure**      **Dimension:** Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Overall satisfaction with care and services (Include: Excellent and Good, Exclude: Fair & Poor)	C	% / Survey respondents	In-house survey / 2021	96.00	96.00	The goal is to maintain performance above 85%	

**Change Ideas**

Change Idea #1 Implement an employee wellness program

Methods	Process measures	Target for process measure	Comments
Establish an interdisciplinary wellness committee that meets at least quarterly to support employee wellness needs.	Number of wellness committee meetings	At minimum 4 meetings by March 31, 2023	Thrive Group recognizes that prioritizing employee wellness not only has positive outcomes for employees, but also for the residents and clients we serve, our team members, and the organization as a whole. Employee wellness contributes to a strong and healthy workplace culture, improves employee engagement and job satisfaction; reduces absenteeism and increases productivity; and enhances recruitment and retention.

Change Idea #2 Re-introduce Management by Walking Around Audits

Methods	Process measures	Target for process measure	Comments
Leaders to complete scheduled audits of all home areas and analysis of outcomes to be conducted using SurgeLearning QRM.	Number of audits completed.	One audit completed each month by each leader.	

## Theme III: Safe and Effective Care

Measure	Dimension: Safe							
Indicator #4	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 / July - September 2021	30.78	26.00	Target set for improvement		

### Change Ideas

Change Idea #1 Training: Gentle Persuasive Approach (GPA) training to resume

Methods	Process measures	Target for process measure	Comments
GPA trainers to run full and refresher sessions of GPA	Number of full GPA training sessions Number of refreshers GPA training sessions	5 full GPA training sessions to be completed by March 31, 2023 10 GPA refresher sessions to be completed by March 31, 2023	

Change Idea #2 PIECES training for staff

Methods	Process measures	Target for process measure	Comments
Training key staff in supporting behaviors in PIECES	Number of staff with PIECES training	4 staff to receive training in PIECES by March 31, 2023	

Change Idea #3 Behaviour care plan customization that have interventions that prevent, minimize or respond to behaviours.

Methods	Process measures	Target for process measure	Comments
Moving away from standardized care plan interventions ensuring that triggers and strategies are outlined for escalating behaviours.	Residents with a care plan for behaviours will have audits completed to ensure interventions that prevent, minimize or respond to behaviours are outlined.	100% of resident with behaviour care plans will have interventions that prevent, minimize or respond to behaviours are outlined.	

Change Idea #4 Crisis prevention (CPI) training to be introduced

Methods	Process measures	Target for process measure	Comments
Train the trainer(s) for CPI Program	# of trainers trained	2 CPI trainers to be trained by March 31, 2023	