

Theme I: Timely and Efficient Transitions | Efficient | Priority Indicator

Indicator #1	Last Year		This Year	
	Number of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents. (West Park LTC Centre)	27.42 Performance (2019/20)	25.50 Target (2019/20)	26.72 Performance (2020/21)

Change Idea #1

The home will be implementing the "My wishes Program" which was deferred in 18/19.

Target for process measure

- Reduction in ED transfers

Lessons Learned

Less residents transferred out to hospital for palliative needs. My Wishes is completed for residents upon admission and services provided in home are discussed at the resident's annual care conference. Additional education will be implemented to ensure the effectiveness of the program.

Change Idea #2

Better utilization of the NLOT (Nurse Led Outreach Team) Team and the NP (Nurse Practitioner).

Target for process measure

- Number of ED visits for modified list of ambulatory care-sensitive conditions per 100 long-term care residents.

Lessons Learned

This has been effective. We will provide additional education to staff on the utilization of NLOT earlier.

Theme II: Service Excellence | Patient-centred | Priority Indicator

Indicator #4	Last Year		This Year	
	Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences". (West Park LTC Centre)	82.19	85	62.35
	Performance (2019/20)	Target (2019/20)	Performance (2020/21)	Target (2020/21)

Change Idea #1

Increase resident participation in the Resident Satisfaction Survey

Target for process measure

- maintain or increase the current target of 85.7%

Lessons Learned

- alert residents early on about the survey and continually motivate the resident to participate in the survey as their voice will influence change in the home

Indicator #3	Last Year		This Year	
	Percentage of residents responding positively to: "I would recommend this site or organization to others." (InterRAI QoL) (West Park LTC Centre)	59.74	65	47.40
	Performance (2019/20)	Target (2019/20)	Performance (2020/21)	Target (2020/21)

Change Idea #1

Implement a 30-day post admission survey with residents / family members to gather feedback on the experience and to identify opportunities for improvement; begin the discussion and obtain a pulse on the issues/challenges experienced by residents, and families.

Target for process measure

- All residents to have a more positive experience, which will contribute to a sense of purpose. We will engage resident Ambassadors during the tours to share their stories as to what it is like living at West Park.

Lessons Learned

- influenced admission package edits with details outlining communication with managers, services available in the wider community for residents and their visitors

Change Idea #2

Provide in class customer service training, complimented with Surge on-line learning for front line staff which will translate to a more positive interaction with the resident.

Target for process measure

- All residents to have a more positive experience, which will contribute to a sense of purpose. We will engage resident Ambassadors during the tours to share their stories as to what it is like living at West Park.

Lessons Learned

- ongoing education continues to ensure effective communication

Last Year

100

Performance
(2019/20)

100

Target
(2019/20)

This Year

100

Performance
(2020/21)

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Target
(2020/21)

Indicator #2

Percentage of complaints received by a LTCH that were acknowledged to the individual who made a complaint within 10 business days. (West Park LTC Centre)

Change Idea #1

All complaints will be acknowledged within 2 business days

Target for process measure

- The target established is 100

Lessons Learned

- establishing trust and ongoing communication

Change Idea #2

Customer First/Customer service training for all staff on effective communication

Target for process measure

- The established target is 100

Lessons Learned

- ongoing education continues to ensure effective communication

Theme III: Safe and Effective Care | Effective | Priority Indicator

	Last Year		This Year	
Indicator #5	CB	CB	CB	CB
The proportion of residents with a progressive, life-limiting illness, that are identified to benefit from palliative care, who subsequently have their palliative care needs assessed using a comprehensive and holistic assessment. (West Park LTC Centre)	Performance (2019/20)	Target (2019/20)	Performance (2020/21)	Target (2020/21)

Change Idea #1

Increase assessment skills of nursing and medical staff around early identification of the need for a palliative approach to care

Target for process measure

- Residents at the end of life to receive a comprehensive and holistic assessment to meet their palliative care needs.

Lessons Learned

- continue to increase and enhance competence and assessment skills of nursing and medical staff around the early identification and need for palliative care

Change Idea #2

Identify existing palliative approaches to care prior to resident moving in.

Target for process measure

- All residents with palliative care needs will have a plan in place upon admission.

Lessons Learned

- home was better prepared prior to admission to support and care for resident's palliative need

Change Idea #3

Talk with residents about their illnesses, prognosis, goals of care and treatment options on admission, annually, and as needed. Engage physicians early in the process to enable a multi disciplinary approach to care options.

Target for process measure

- Have discussion with all residents at end of life about illnesses, prognosis, goals of care and treatment options.

Lessons Learned

- staff understood what resident wish/needs are and can support them to enhance their care
- having physician involved assisted in the earlier identifications of issues in the resident care and as well as providing appropriate treatment in a timely manner
- having a multidisciplinary team discussion emphasized a comprehensive and holistic approach to resident care