

Service Excellence |

	Last Year		This Year	
Indicator #1				
Percentage occupancy for ADP in-person services	39	90	86	NA
	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

Improve Adult Day Program (ADP) new client admission flow.

Process measure

- Percentage of ADP vacancies alerted and filled, number of clients waiting for service initiation after intake completed

Target for process measure

- 100% ADP vacancies alerted; 90% ADP vacancies filled; minimize the # of clients waiting for service initiation, the lower the better by December 31, 2023

Lessons Learned

- Sent 100% ADP vacancies alerts to Ontario Health – Home and Community Care Support Services (HCCSS) and Central Registry (CR) on a timely basis
- Met a current performance of an average of 86% ADP vacancies from April-Dec 2023 and will meet performance target by April 30, 2024 (CPS operates on a fiscal year 04/01/2023 to 03/31/2023 calendar)
- Streamlined intake process to speed up new client admission processes, reduce the number of clients on waitlist, and shorten the average waiting time for service initiation
- Encountered technical difficulties and communication gaps during the transition from an existing referral system to the centralized waitlist initiative
- Continue strong collaboration with community and care partners to enhance communication

Change Idea #2 **Implemented** **Not Implemented**

Hold strategic team meetings to specifically discuss service status, conduct environmental scans, and develop strategies to improve occupancy.

Process measure

- Number of strategic meetings held, number of news and updates posted in media and sent to community partners

Target for process measure

- 100% of participation across all 6 ADPs, 4 strategic meetings held by December 31, 2023

Lessons Learned

- Updated and sent service status to all staff members regularly
- Conducted environmental scans to identify issues and challenges filling up the vacancies
- Held strategic meetings on monthly basis involving 100% ADP staff participation
- Suggesting enhancement of awareness to new staff members on the importance of meeting indicator targets with alignment of the new hire orientation process

Change Idea #3 **Implemented** **Not Implemented**

Distribution of enhanced communication to increase occupancy.

Process measure

- Number of distributions of ADP communications to potential service users

Target for process measure

- 20% increase per quarter for distribution of ADP communications by December 31, 2023

Lessons Learned

- Distributed ADP brochures to clients/caregiver on waitlist, in addition to monthly newsletter; estimated 20% increase of potential clients reached per quarter
- Organized Health Expo, Health, and Wellness Fair to promote ADP services
- Established relationship and collaboration with community partners to reach out potential clients in a broader community
- Provided supportive leadership to connect with external and internal parties
- Planning to expand multiple communication channels in addition to the existing available formats (various social media outlets, telephone/video conference, etc.

Safe and Effective Care |

Indicator #2	Last Year		This Year	
	Number of medication reminder service adherence issues	22 Performance (2023/24)	15 Target (2023/24)	18 Performance (2024/25)

Change Idea #1 Implemented Not Implemented

Home Support Services will review and update the medication reminder service policy and procedure by September 2023

Process measure

- Number or percentage of medication policies to be updated

Target for process measure

- 100% of medication policies and procedures will be updated by September 30, 2023

Lessons Learned

- Updated 100% of medication policies and procedures
- Provided detailed planning to set up a clear timeline, roles, and responsibilities
- Fostered team collaboration and effective communication across teams via various channels (in-person group meeting, virtual discussions, emails)
- Experienced difficulties in obtaining balanced assignments with competing and numerous day-to-day tasks. Will be allocating specific time blocks assisted the team to manage the workload more effectively

Change Idea #2 Implemented Not Implemented

Home Support Service will conduct medication service demonstrations during departmental team meetings (every 2 months)

Process measure

- Number of teach-back completed and delivered to staff

Target for process measure

- 100% of active staff completed service demonstrations by December 31, 2023

Lessons Learned

- Completed return demonstrations for 50% of staff due to the limited number of departmental meetings which were held bi-monthly causing time conflicts with staff shift commitments
- Engaged interactively with staff during the meeting through clear and effective communication with team members
- Implemented additional site-specific meetings to increase staff participation and education in medication service demonstrations

Change Idea #3 Implemented Not Implemented

Home Support Services will provide regular education and training to all team members

Process measure

- Percentage of active staff participating and completing orientation and/or training

Target for process measure

- 100% of active staff participating and completing the orientation and/or training by December 31, 2023

Lessons Learned

- Fulfilled 100% of active staff participation and completed the orientation
- Developed strong, supportive, and accountable leadership team and obtained staff's acknowledgement of the importance of medication assistance
- Required updated orientation packages translated with both available English and Chinese versions. A series of English training classes, in collaboration with Centre for Immigrant and Community Services (CICS), was introduced to enhance the communication skills of our staff