Experience

Measure - Dimension: Excellence

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage occupancy for Adult Day Program (ADP) Services.	C	% / 6 Adult Day Programs across Community Support Services	In house quarterly data collection / January 1 - December 31, 2024	86.00	95.00	To reach pre-pandemic level occupancy rates with pandemic restrictions being lifted.	

Change Ideas

Change Idea #1 To further improve Adult Day Program (ADP) new client admission flow with the transition of referral system.			
Methods	**Process measures**	**Target for process measure**	**Comments**
Work closely with HCCSS (Home and Community Care Support Services) and CR (Central Registry) teams to streamline the intake flow; update client service status on HPG (Health Partners Gateway) and CR portal in a timely manner; follow up with on-hold clients to release the spaces for waitlisted clients in need.	a. Percentage of ADP vacancy alerts sent to HCCSS and/or CR and filled. b. Percentage of clients waiting for service initiation (after intake completed) admitted or confirmed to start service.	a. 100% ADP vacancy alerts will be sent and 95% ADP vacancies will be filled by December 31, 2024. b. 100% clients waiting for service initiation will be admitted or confirmed as active by December 31, 2024.	

Change Idea #2 To reach out and serve larger populations including non-Chinese-speaking older adults.

Methods	Process measures	Target for process measure	Comments
To reach out to larger population in the community through implementing special events such as Info Session, Open House Health Expo/Fair and accommodate non-Chinese speaking clients in programs.	a. Number of special events held. b. Percentage of waitlisted non-Chinese speaking clients offered space to attend the program.	a. Six (6) Sessions of special events held by December 31, 2024. b. By December 31, 2024, 100% waitlisted non-Chinese speaking clients will be offered space in the program.	

Change Idea #3 To increase and establish partnerships with care providers and operate collaborative programs.

Methods	Process measures	Target for process measure	Comments
To reach out to internal and external care partners to promote the services and hold collaborative programs to serve older adults in the community.	a. Percentage of identified community partners contacted. b. Number of collaborative programs increased.	a. 100% identified community partners will be contacted by December 31, 2024. b. By December 31, 2024, the collaborative programs will be increased by six (6) programs.	

Safety

Measure - Dimension: Safe

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Number of medication reminder service adherence issues.	C	# / Clients in Home Support Services (HSS)	PointClickCare / January 1 - December 31, 2024	22.00	18.00	To reduce harm and risk and enhance safety.	

Change Ideas

Change Idea #1 To increase awareness of updated policies and procedures for medication assistance.

Methods	Process measures	Target for process measure	Comments
To share a medication assistance flowchart at the departmental team meetings.	A flowchart developed with staff feedback.	The flowchart will be finalized and ready for distribution by September 30, 2024.	

Change Idea #2 To conduct medication service demonstrations at each site and facilitate discussions during departmental team meeting.

Methods	Process measures	Target for process measure	Comments
Staff will be assigned randomly to demonstrate the medication service procedure at each site as a part of the annual audit. The site will assess and identify areas that require improvement, presenting them for discussion during the departmental meeting. Team meeting minutes will be recorded and shared for reference.	Percentage of active staff completed medication service demonstrations.	100% of active staff will have completed medication service demonstrations by December 31, 2024.	

Change Idea #3 To update the staff orientation package, incorporating the component of medication assistance training, available in both English and Chinese.

Methods	Process measures	Target for process measure	Comments
The staff orientation package will be updated and translated in Chinese.	Staff orientation package updated and translated in Chinese.	The updated staff orientation package will be finalized and ready for distribution by December 31, 2024.	