

Theme II: Service Excellence

Measure Dimension: Patient-centred

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents who respond positively to the statement: "Do Yee Hong staff involve you in making decisions about your plan of care (including refusing services)?"	C	% / LTC home residents	In-house survey / April 1 - December 2023	57.00	67.00	To promote involvement of residents in their plan of care.	

Change Ideas

Change Idea #1 Increase resident participation's experience in annual care conferences.

Methods	Process measures	Target for process measure	Comments
Annual care conferences have been currently delivered over the phone. To ensure ease of participation, annual care conferences will occur in-person or virtually with video to ensure ease of participation for residents who are able to understand and contribute to their plan of care.	Percentage of care conferences that will be attended with resident participation by either in-person or using technology such as Microsoft Teams Meeting (residents who are not interested or will not be able to indicate that they are interested when asked, will be excluded from criteria).	A minimum of 80% of residents (who meet the criteria) will participate in annual care conference by December 31, 2023.	

Change Idea #2 Ensure adequate time will be available for residents to understand and contribute to their plan of care during annual care conferences.

Methods	Process measures	Target for process measure	Comments
Currently, the time allotted for care conferences ranges from 20 to 30 minutes for each resident. To standardize the care conferences, a minimum of 25 minutes will be allotted for each resident care conference. This will be prescheduled and shared in a document to the interdisciplinary care team.	Percentage of care conferences that will be pre-scheduled for 25 minutes allotted for each resident.	A minimum of 80% of care conferences will meet or exceed the 25 minutes allotment by December 31, 2023.	Complex care conferences can exceed to more than 25 mins as needed.

Change Idea #3 Post care conference completion, ensure that residents understand their plan of care.

Methods	Process measures	Target for process measure	Comments
If it was not indicated that the resident attended the care conference in the "Inter-disciplinary Care Conference", a follow up meeting will be arranged with the resident within 14 days of the care conference and documented as a follow up "team conference" note. This will be tracked on a quarterly basis.	Percentage of residents who will be able to review/contribute to their plan of care and who were not able to participate in care conference (residents who are not interested or will not able to indicate that they are interested when asked are excluded).	A minimum of 80% of residents (who meet the criteria) will understand their plan of care by December 31, 2023.	

Theme III: Safe and Effective Care

Measure Dimension: Effective

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents whose stage 2 to 4 pressure ulcer worsened.	C	% / LTC home residents	CIHI CCRS / April 1 to December 2023	1.90	1.80	To work toward returning to previous performance of 1.5% but we remain below the provincial average over 2 years.	VHA NSWOC Services

Change Ideas

Change Idea #1 Ensure that nursing staff have the resources to accurately monitor the progress of resident wounds.

Methods	Process measures	Target for process measure	Comments
Provide registered nursing staff with education on performing wound assessments that effectively monitor the outcome of wound care interventions.	Number of wound care training sessions delivered.	3 training sessions will be delivered by December 31, 2023.	

Change Idea #2 Promote collaboration between the nurses, most responsible physician (MRP), nurse practitioner (NPs) and external wound care nurse to ensure appropriate and effective wound care interventions are implemented for pressure injuries that are categorized as stage 2 or above.

Methods	Process measures	Target for process measure	Comments
Facilitate monthly wound rounds with the VHA Wound care nurse and share reports received from the wound care nurse with the nurse practitioner, MRP and the team members who are following the resident's wound. Monthly wound care rounds are scheduled and arranged by the Skin and Wound Lead for the Skin and Wound Care Program who organizes and communicates the wound care round schedules with the interdisciplinary care team through email.	Number of wound care rounds completed.	9 wound care rounds will be completed by December 31, 2023.	