

2024/25 Quality Improvement Plan for Ontario Long Term Care Homes
 "Improvement Targets and Initiatives"



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| AIM | Measure | Change |
|--|----------------------|---|
| Issue | Quality dimension | Planned improvement initiatives (Change Ideas) |
| Measure/Indicator | Type | Methods |
| Unit / Population | Source / Period | Process measures |
| Organization Id | Current performance | Target for process measure |
| Target | Target justification | Comments |
| External Collaborators | | |
| M = Mandatory (all cells must be completed) P = Priority (complete ONLY the comments cell if you are not working on this indicator) O = Optional (do not select if you are not working on this indicator) C = Custom (add any other indicators you are working on) | | |
| Access and Flow | Efficient | Rate of ED visits for modified list of ambulatory care-sensitive conditions* per 100 |
| Experience | Patient-centred | Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?" |
| | | Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences". |
| | | Percentage of residents responding positively to: "I would recommend this site or organization to others." |
| | | Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences". |
| Safety | Safe | Percentage of LTC home residents who fell in the 30 days leading up to their assessment |
| | | Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment |