

2018/19 Quality Improvement Plan for Ontario Long Term Care Homes
 "Improvement Targets and Initiatives"



Improvement Initiatives arising from the Resident & Family 2018 Experience Survey

AIM		Measure								Change				
Quality dimension	Issue	Measure/Indicator	Type	Unit / Population	Source / Period	Organization Id	Current performance	Target	Target justification	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Target for process measure	Comments
Patient-centred	Person experience	Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"	P	% / LTC home residents	In house data, NHCAPHS survey / April 2017- March 2018	54653*	75	77.00	77% is the 3 year average for this indicator.	1) Coach and mentor staff on listening to residents creatively.	The department heads and coaches will coach and mentor the staff every month on a common theme in the next twelve months. The Resident Care Team will identify the monthly coaching themes that will be used for all staff.	Number of staff coaching and mentoring sessions held per month.	There will be 1 staff coaching and mentoring session held per month for the next 12 months.	
										2) Implement a 5 minute non-care related daily conversation for all staff to residents.	A special committee will create a structured program to implement the "5 minute non-care related daily conversation". All staff will be educated on the new program. The program will be implemented in the Home.	There will be a structured program to implement the "5 minute non-care related daily conversation" and staff education to follow. The program will be implemented after the staff education.	The new program will be created by June 2018. Staff education will be completed by September 2018. This new program will be in place by September 2018.	
										3) Cue cards will be used as a staff reminder to sustain the implementation of Excellence in Resident Centered Care (ERCC).	The ERCC trainers will create cue cards to be posted in staff only work spaces. These cue cards will serve as reminders in assisting the staff to better their communication with the residents as per the best resident centered practices learned in their training.	Number of new cue cards used per month.	There will be 2 new cue cards added every month.	

Resident experience: "Overall satisfaction"	Measure							Change					
	Measure/Indicator	Type	Unit / Population	Source / Period	Organization Id	Current performance		Target justification	Planned improvement initiatives (Change Ideas)	Methods	Process measures	Target for process measure	Comments
							Target						
Percentage of residents responding positively with the question, "There is enough variety in my meals"	C	% / LTC home residents	In-house survey / January-December 2017	54653*	66	70.00	The Home will aim above the 3 year average of 67%.	1) There will be resident focus groups held in each of the seven (7) home areas to identify the resident's needs and expectations for enough variety of meals.	The Food Services Manager and Food Services Supervisor will lead a focus group with residents for each home area to discuss what they would like to see in improvements to their variety of meals.	Number of focus group to discuss enough variety in meals.	There will be seven (7) focus groups, 1 per home area.		
								2) Increase "special meal" during lunch and dinner in addition to special events and holiday meals already planned.	The Food Services manager will add a "special meal" to the menu once a month in addition to special events and holiday meals already planned.	Number of "special meals" served in a year.	One "special meal" every month will be served.		
								3) A selected committee composed of residents and led by Food Services manager will review the menu for possible changes to increase variety of meals every 6 months.	During the menu review, the Food Services manager will meet with residents from different home areas to review the menu and incorporate possible changes to increase variety of meals.	Number of menu reviews with residents that specifically focus on variety of meals.	2 menu reviews with residents will be completed in a year that specifically focus on variety of meals.		