

Experience | Patient-centred | Custom Indicator

	Last Year		This Year		
Indicator #12	88.20	75	72.40	--	NA
Resident Satisfaction - Would Recommend (Extendicare Elginwood)	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 Implemented Not Implemented

Enhance resident quality of life by promoting a person-centered approach to care and services

Process measure

- # of assessments completed on new admissions monthly # of assessments completed on current residents monthly

Target for process measure

- A resident specific approach to plan of care based on individual needs and preferences will be implemented for all new admissions by July 2024 and current residents by November 2024

Lessons Learned

Implementing a person-centered approach to care and services focuses on individual needs, preferences, and values, which significantly enhances residents' quality of life.

Change Idea #2 Implemented Not Implemented

Engage in regular discussion with residents on their overall satisfaction with services provided

Process measure

- Increase percentages on survey

Target for process measure

- Ongoing feedback from residents on satisfaction with service being provided by staff.

Lessons Learned

Engaging residents in regular discussions about their overall satisfaction with the services provided is essential for improving care quality and ensuring that residents feel heard and valued.

	Last Year		This Year		
Indicator #9 Percentage of residents responding positively to "I am satisfied with the temperature of my food and beverages" (Extendicare Elginwood)	67.70	75	NA	--	NA
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 **Implemented** **Not Implemented**

Engage in regular discussion with residents during Resident Council and or Food Committee regarding temperature of food and beverages

Process measure

- Increase percentage on survey

Target for process measure

- ongoing feedback from residents on satisfaction with service being provided by staff.

Lessons Learned

Holding regular discussions with residents through Resident Council and Food Committee meetings about food and beverage temperature helps improve meal satisfaction, ensures safety, and fosters a sense of involvement in their care. This was beneficial and helped increase communication.

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

Staff to be fully aware of resident and family feedback from surveys regarding the food and beverage temperature

Process measure

- Increase percentages on survey

Target for process measure

- Ongoing feedback from residents on satisfaction with service being provided by staff

Lessons Learned

Ensuring that staff are fully aware of resident and family feedback regarding food and beverage temperature leads to better meal service, increased satisfaction, and improved quality of care.

Comment

This question was revised in the 2024 survey based on resident and family feedback. As a result, we are not able to compare to 2023 results.

Indicator #10	Last Year		This Year		
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)
Percentage of residents responding positively to: "if I need help right away, I can get it (e.g. when I ring the call bell or ask for help, I don't have to wait)" (Extendicare Elginwood)	67.60	75	55.20	--	NA

Change Idea #1 Implemented Not Implemented

Engage in regular discussion with residents during resident council and/or care conferences to gauge if they feel when they ring the call bell or ask for help they have to wait long

Process measure

- Increase percentages on survey

Target for process measure

- Ongoing feedback from residents on their feelings around call bells being answered in a timely manner

Lessons Learned

Regular discussions with residents during Resident Council meetings and care conferences about call bell response times help identify concerns, improve staff responsiveness, and enhance resident satisfaction. This was helpful to show concrete data on response times.

Change Idea #2 Implemented Not Implemented

Staff to become sensitive to resident perception to their requests through Annual education and as required

Process measure

- Increase percentages on survey

Target for process measure

- Ongoing feedback from residents on satisfaction with service being provided by staff

Lessons Learned

Ensuring that staff are sensitive to how residents perceive their requests through annual education and as required training enhances care quality, builds trust, and improves resident satisfaction. this was successful and will continue.

Change Idea #3 Implemented Not Implemented

Engage in regular discussions with family members/residents during tours about the reality of Long Term Care.

Process measure

- Increase percentage on survey

Target for process measure

- Ongoing feedback from residents on their feelings around call bells being answered in a timely manner.

Lessons Learned

Engaging family members and residents in regular discussions during tours about the reality of Long-Term Care helps set realistic expectations, build trust, and improve the overall experience.

	Last Year		This Year		
Indicator #11	66.70	75	69.20	--	NA
Percentage of residents responding positively to: "I am satisfied with the timing and schedule of recreation programs" (Extencicare Elginwood)	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 Implemented Not Implemented

Engage in regular discussion with residents on their satisfaction with recreation schedule and timing of activities

Process measure

- Increase percentages on survey

Target for process measure

- Ongoing feedback from residents on their feelings around the recreation schedule and timing of activities.

Lessons Learned

Regular discussions with residents about their satisfaction with the recreation schedule and the timing of activities help ensure that the activities offered are relevant, enjoyable, and accessible. this was positive and will continue.

Change Idea #2 Implemented Not Implemented

Recreation Aids and other department staff to be fully aware of resident and family feedback from surveys

Process measure

- Increase percentages on survey

Target for process measure

- Ongoing feedback from residents on the timing and schedule of recreation programs

Lessons Learned

Ensuring that Recreation Aids and other department staff are fully aware of resident and family feedback from surveys enhances care quality, boosts engagement, and leads to continuous improvement. this was a beneficial strategy and will continue.

Indicator #3	Last Year		This Year		
	Family Satisfaction - Would Recommend (Extendicare Elginwood)	88.00 Performance (2024/25)	85 Target (2024/25)	90.20 Performance (2025/26)	-- Percentage Improvement (2025/26)

Change Idea #1 Implemented Not Implemented

Actively encourage and seek out family member feedback on a regular basis

Process measure

- Increase percentage on survey

Target for process measure

- Ongoing feedback from family members on their feelings around service provided

Lessons Learned

2.2% increase in percentage. Encouraging and actively seeking family member feedback is a valuable practice that can improve resident care, strengthen relationships, and enhance overall satisfaction. This will continue.

Change Idea #2 Implemented Not Implemented

During the move in Resident Service Coordinator will verbally review the process for providing feedback or to discuss concerns/questions with family members/residents during move in (in addition to the written copies of the process and contact information provided in the admission package)

Process measure

- Increase percentage on survey

Target for process measure

- Ongoing feedback from residents/family members on their feelings around ability of staff to actively listen.

Lessons Learned

The families feel this is very useful. We will continue with this process.

Change Idea #3 Implemented Not Implemented

Initiate and facilitate ongoing dialogue with residents and their family members regarding goals of care

Process measure

- Increase percentage on survey.

Target for process measure

- Ongoing feedback from family members regarding their over satisfaction with services provided.

Lessons Learned

Families and residents appreciate honest, transparent conversations about health status, prognosis, and care options. Multidisciplinary involvement enhances care planning.

	Last Year		This Year		
Indicator #5 Percentage of Family members responding positively to: "I am satisfied with the timing and schedule of spiritual care services" (Extendicare Elginwood)	77.40	85	74.30	--	NA
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 Implemented Not Implemented

Engage residents in Calendar planning

Process measure

- Number of feedback and suggestions from Residents

Target for process measure

- Maintain resident satisfaction in "Strongly Agree" responses to the outlined survey question by in the 2023 survey.

Lessons Learned

When residents have a say in choosing activities, they are more likely to attend and enjoy them. This was a very beneficial strategy, and it will continue.

Change Idea #2 Implemented Not Implemented

Engage residents in decision making processes including the timing and schedule of spiritual care service.

Process measure

- Increase percentages on survey reflect focus on satisfaction with recreation

Target for process measure

- Ongoing feedback on recreation satisfaction will be obtained and documented through resident council and feedback

Lessons Learned

When residents have a say in scheduling, they feel more valued and are more likely to attend. Participation has increased in spiritual care services.

Indicator #6	Last Year		This Year		
	72.20	85	77.10	--	NA
Percentage of family members responding positively to: "I am satisfied with the variety of spiritual care services" (Extendicare Elginwood)	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 Implemented Not Implemented

Engage residents in Calendar planning

Process measure

- Increase percentages on survey

Target for process measure

- Ongoing feedback from residents on their feelings around ability the satisfaction with the variety of spiritual services

Lessons Learned

Residents have different spiritual and religious needs. A variety of services ensures inclusivity and accommodates diverse beliefs and practices. Engaging residents in planning programs was positive and we will continue to do this.

Change Idea #2 Implemented Not Implemented

Spiritual care services will be offered through various religious and spiritual groups

Process measure

- Increase percentages on survey

Target for process measure

- Ongoing feedback from residents on satisfaction with spiritual service being provided

Lessons Learned

Inclusivity Strengthens Engagement.

A diverse range of religious and spiritual groups ensures that more people feel seen and supported.

It's important to include both traditional religious services (Christianity, Islam, Judaism, Hinduism, etc.) and non-religious spiritual practices (meditation, mindfulness, nature-based spirituality).

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

Utilize a resident specific approach to plan of care based on individual needs and preferences

Process measure

- Increase percentage on survey

Target for process measure

- Ongoing feedback from residents on satisfaction with spiritual services

Lessons Learned

Personalization Improves Outcomes.

Care plans that consider individual preferences, cultural background, and spiritual beliefs lead to better emotional and physical well-being.

Customizing care ensures that residents feel valued and respected. This was a successful process and will continue.

Indicator #4	Last Year		This Year		
Percentage of family members responding positively to: " There is good choice of continence care products" (Extendicare Elginwood)	68.50	85	NA	--	NA
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 **Implemented** **Not Implemented**

Upon Move in the nurse will explain the continence care products to new residents and their family member if applicable

Process measure

- Increase percentages on survey

Target for process measure

- Ongoing feedback from residents and family members regarding the incontinence products provided in the home.

Lessons Learned

Ensuring that residents and their families receive clear information about continence care products upon admission is crucial for comfort, dignity, and effective care management. Early Education Reduces Confusion & Anxiety.

Providing compassionate reassurance and involving residents in product selection helps maintain dignity and independence.

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

Education will be provided to empower front line staff with appropriate knowledge and skills in the area of care to improve the quality of care given to residents - Determine the appropriate incontinence product based on the Resident's individuals

Process measure

- Increase percentage on survey.

Target for process measure

- Ongoing feedback from residents on their feelings around continence Care products.

Lessons Learned

Individualized Assessments Improve Outcomes.

Understanding Product Types Improves Decision-Making.

Comment

This question was not on our 2024 survey as the questions were revised after resident and family feedback.

Safety | Safe | Custom Indicator

	Last Year		This Year		
Indicator #1	0.00	2.50	0.00	#Error	NA
% of LTC residents with restraints (Extendicare Elginwood)	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 **Implemented** **Not Implemented**

Review current restraints and determine plan for trialing alternatives to restraints

Process measure

- # residents reviewed monthly # of meetings held with families/residents to discuss alternatives monthly # of action plans in place for reduction of restraints in collaboration with family/resident monthly

Target for process measure

- 100% of restraints will be reviewed and plans implemented for trialing alternatives by Sept 2024

Lessons Learned

Based on the January 2025, 0.0% of residents with restraints.

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

Re-educate staff on restraint policy and use of alternatives to restraints

Process measure

- # of education sessions held monthly

Target for process measure

- 100% of staff will be re-educated on restraint policy and alternatives to restraints by Sept 2024

Lessons Learned

Staff receive annual education and at Orientation. Education is also provided as required. This has been successful and helped us maintain 0% restraints.

Indicator #2	Last Year		This Year		
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)
% of LTC residents with worsened ulcers stages 2-4 (Extendicare Elginwood)	1.03	2	2.88	--	NA

Change Idea #1 Implemented Not Implemented

Review current bed systems/surfaces for residents with PURS score 3 or greater.

Process measure

- # of residents with PURS score 3 or greater # of reviews completed of bed surfaces/mattresses monthly # of bed surfaces /mattresses replaced monthly

Target for process measure

- A review of the current bed systems/surfaces for residents with PURS score 3 or greater will be completed by August 2024

Lessons Learned

Regular monthly reviews ensure that worn-out or unsuitable surfaces are identified promptly. This has been a beneficial strategy and will continue.

Change Idea #2 Implemented Not Implemented

Improve Registered staff knowledge on identification and staging of pressure injuries

Process measure

- # of education sessions provided monthly for Registered staff on correct staging of pressure injuries

Target for process measure

- 100% of registered staff will have received education on identification and staging of pressure injuries by Sept 2024

Lessons Learned

Improving registered staff knowledge on the identification and staging of pressure injuries is critical to providing high-quality care and preventing further complications. This has been a key strategy and learning will continue based on staff needs.

Change Idea #3 Implemented Not Implemented

Bedside audits and education provided.

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

Conducting bedside audits and providing education to staff is a key strategy for improving care quality, ensuring accurate assessment, and addressing care gaps in real time.

Safety | Safe | Optional Indicator

	Last Year		This Year		
Indicator #7	12.97	15	7.22	44.33%	6.50
Percentage of LTC home residents who fell in the 30 days leading up to their assessment (Extendicare Elginwood)	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 **Implemented** **Not Implemented**

Conduct environmental assessments of resident spaces to identify potential fall risk areas and address areas for improvement

Process measure

- # of environmental assessments completed monthly # of identified deficiencies from assessments that were corrected monthly

Target for process measure

- Environmental risk assessments of resident spaces to identify fall risk will be completed by June 2024

Lessons Learned

Conducting environmental assessments in resident spaces helps identify fall risks and improve safety, ultimately reducing injuries and enhancing quality of life. This was a good process as it was focused on prevention and helped us to decrease our fall rates .

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

Implement specific activity program at afternoon change of shift for residents who are high risk for falls

Process measure

- # of residents reviewed for activity needs/preferences weekly # of activity programs that occur during change of shift in afternoon weekly

Target for process measure

- Specific activity program at afternoon change of shift will be implemented by June 2024

Lessons Learned

Implementing an afternoon activity program for residents at high risk for falls during shift change can significantly reduce fall incidents, improve engagement, and enhance overall resident well-being. This was successful in helping us to meet resident needs and prevent falls.

Indicator #8 Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment (Extendicare Elginwood)	Last Year		This Year		
	17.08	17.30	11.54	32.44%	10.50
	Performance (2024/25)	Target (2024/25)	Performance (2025/26)	Percentage Improvement (2025/26)	Target (2025/26)

Change Idea #1 Implemented Not Implemented

Medication reviews completed for all residents currently prescribed antipsychotics

Process measure

- # of residents reviewed monthly # of plans of care reviewed that have supporting diagnosis # of reduction strategies implemented monthly

Target for process measure

- All residents currently prescribed antipsychotics will have a medication review completed by July 2024

Lessons Learned

Regular medication reviews for residents prescribed antipsychotics help ensure appropriate use, minimize side effects, and improve overall well-being. this process helped us exceed our target.

Change Idea #2 Implemented Not Implemented

Provide educational material to families and/or residents on antipsychotics and the importance of minimizing use.

Process measure

- # of families provided with best practice information on reducing antipsychotics monthly # of tour and admission packages provided with antipsychotic reduction information included monthly

Target for process measure

- Educational material will be provided to families and/or residents on antipsychotics and important of minimizing use by Sept 2024

Lessons Learned

Educating families and residents about antipsychotic medications and the importance of minimizing their use helps ensure informed decision-making, promotes alternative care strategies, and enhances resident safety. This was very beneficial and will continue.

