

## Access and Flow

### Measure - Dimension: Efficient

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Rate of ED visits for modified list of ambulatory care-sensitive conditions* per 100 long-term care residents.	O	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 1st 2022 to September 30th 2023 (Q3 to the end of the following Q2)	23.75	21.75	Through increased education to staff and families and involvement of NPSTAT.	

### Change Ideas

Change Idea #1 1) Improve communication between in-home staff and medical leads to review the need for an ED transfer.

Methods	Process measures	Target for process measure	Comments
Charge nurse to contact the MD or NP before sending the resident to the ED to get their professional opinion on whether the resident can be treated within the home.	Percentage of residents with a call before being transferred to the ED.	100% of residents transferred to the ED will have had their case reviewed on a call with MD or NP.	

## Experience

### Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents responding positively to: "What number would you use to rate how well the staff listen to you?"	O	% / LTC home residents	In house data, NHCAHPS survey / Most recent consecutive 12-month period	CB	79.00		

### Change Ideas

#### Change Idea #1

Methods	Process measures	Target for process measure	Comments
			We are performing well on this indicator (ie. above provincial average)