

Access and Flow | Efficient | Optional Indicator

Indicator #3	Last Year		This Year		
	Rate of ED visits for modified list of ambulatory care–sensitive conditions* per 100 long-term care residents. (Dom Lipa)	26.44 Performance (2025/26)	22 Target (2025/26)	25.00 Performance (2026/27)	5.45% Percentage Improvement (2026/27)

Change Idea #1 Implemented Not Implemented In Progress

increased education to POAS/families/caregivers and utilizing NPSTAT services.

Process measure

- Percentage of residents without goals of care will be reviewed both on admission and annually (during annual resident care conferences).

Target for process measure

- 100% of reviewed goals of care during resident care conferences.

Lessons Learned

Success:

- ongoing education provided to POAs/ families/caregivers on admission as well as during annual conferences
- collaboration with NPSTAT services that provide quick and efficient services, recommendations, treatments to our residents.
- NPSTAT visits and reassess our residents post hospitalization to ensure treatment methods are effective and beneficial to the resident.
- NPSTAT provides updates to Home, if a resident is hospitalized.
- NPSTAT is a liaison/advocate between hospital and our Home when resident is in hospital
- based on NPSTAT recommendations, resident can be treated in the Home, along with other external medical services (i.e., mobile Xray, Oxygen supplementation, pharm logical needs)

Change Idea #2 Implemented Not Implemented In Progress

continue to provide education to POAs/families/ caregivers and utilize NPSTAT services.

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

Challenges:

- despite all our efforts in trying to educate POAS/ Families/Caregivers, there still remains a small percentage of families who insist on sending their loved one to the ER, even if resident does not want to go.
- balancing family and resident expectations
- possible communication gaps across care teams
- limited access to in-home diagnostic and specified equipment (i.e.; due to back up in diagnostic requisitions, this service can sometimes take up to 1 week)

Comment

Success:

- ongoing education provided to POAs/ families/caregivers on admission as well as during annual conferences
- collaboration with NPSTAT services that provide quick and efficient services, recommendations, treatments to our residents.
- NPSTAT reassess our residents post hospitalization to ensure treatment methods are effective and beneficial to the resident.
- NPSTAT provides updates to Home, if a resident is hospitalized.
- NPSTAT is a liaison between if resident is in hospital and is a true advocate in the care they receive.
- based on NPSTAT recommendations, resident can be treated in the Home, along with other external medical services (i.e., mobile Xray, Oxygen supplementation, pharm logical needs)

Challenges:

- despite all our efforts in trying to educate POAS/ Families/Caregivers, there still remains a small percentage of families who insist on sending their loved one to the ER, even if resident does not want to go.
- limited access to in-home diagnostic and specified equipment (i.e.; due to back up in diagnostic requisitions, this service can sometimes take up to 1 week)

Indicator #4 to decrease our ED transfers to the provincial level (Dom Lipa)	Last Year		This Year		
	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)
	26.00	22	CB	--	NA

Change Idea #1 Implemented Not Implemented In Progress

continue to provide ongoing education to POAS/families/caregivers/residents/staff and continue to utilize NPSTAT services.

Process measure

- Percentage of residents without goals of care will be reviewed both on admission and annually (during annual resident care conferences).

Target for process measure

- 100% of reviewed goals of care during resident care conferences.

Lessons Learned

Success:

- ongoing education provided to POAs/ families/caregivers on admission as well as during annual conferences
- collaboration with NPSTAT services that provide quick and efficient services, recommendations, treatments to our residents.
- NPSTAT visits and reassess our residents post hospitalization to ensure treatment methods are effective and beneficial to the resident.
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- based on NPSTAT recommendations, resident can be treated in the Home, along with other external medical services (i.e., mobile Xray, Oxygen supplementation, pharm logical needs)

Change Idea #2 Implemented Not Implemented In Progress

continue same ideas, successes, interventions and resources.

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

Challenges:

- despite all our efforts in trying to educate POAs/ Families/Caregivers, there still remains a small percentage of families who insist on sending their loved one to the ER, even if resident does not want to go.
- balancing family and resident expectations
- possible communication gaps across care teams
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Comment

Success:

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Challenges:

- despite all our efforts in trying to educate POAs/ Families/Caregivers, there still remains a small percentage of families who insist on sending their loved one to the ER, even if resident does not want to go.
- balancing family and resident expectations
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- limited access to in-home diagnostic and specified equipment (i.e.; due to back up in diagnostic requisitions, this service can sometimes take up to 1 week)

Experience | Patient-centred | Optional Indicator

Indicator #2	Last Year		This Year		
	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)
Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences". (Dom Lipa)	69.23	100	CB	--	NA

Change Idea #1 Implemented Not Implemented In Progress

continue with providing education to staff on customer service through surge learning.

Process measure

- All Dom Lipa staff will complete their assigned education by the end of December 2025 using online educational platform.

Target for process measure

- 100% of all Dom Lipa staff with complete their assigned education.

Lessons Learned

Success:

- staff were assigned and completed Customer service courses in online Surge Learning Platform.
- at each Resident Council meeting, all residents were asked this specific question and results recorded.
- residents and staff review the Resident Bill of Rights.

Change Idea #2 Implemented Not Implemented In Progress

continue same ideas, successes, interventions and resources.

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

Challenges:

- due to language barrier, not all residents understand meaning of this question. so required by staff to further explain in simpler words
- low survey response rates (most residents are diagnosed with moderate to severe Dementia).
- some residents are reluctant to speak up at the Council Meetings

Change Idea #3 Implemented Not Implemented In Progress

having access to both PSW and Activation students, in additional to new volunteers, to spend more quality time with our residents (i.e.; talking, walking, reminiscing, playing games, taking residents outside when weather permits)

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

we have observed and overall improvement in our resident's demeanor when our students and volunteers spend this quality time with them.

Comment

Success:

- staff were assigned and completed Customer service courses in online Surge Learning Platform.
- at each Resident Council meeting, all residents were asked this specific question and results recorded.
- residents and staff review the Resident Bill of Rights.

Challenges:

- due to language barrier, not all residents understand meaning of this question. so required by staff to further explain in simpler words
- low survey response rates (most residents are diagnosed with moderate to severe Dementia).
- some residents are reluctant to speak up at the Council Meetings

Safety | Safe | Optional Indicator

	Last Year		This Year		
Indicator #1	7.01	7	4.39	37.38%	4
Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment (Dom Lipa)	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)

Change Idea #1 Implemented Not Implemented In Progress

conduct quarterly, and as needed, medication reviews to assess the use of antipsychotic medications for residents without a diagnosis of psychosis.

Process measure

- percentage of residents without a diagnosis of psychosis who are reviewed during quarterly medication review.

Target for process measure

- 100% of residents without a diagnosis of psychosis on antipsychotics are reviewed quarterly.

Lessons Learned

Challenges:

- on admission, new residents are not properly assessed/diagnosed in the community
- Families do not disclose important information regarding residents' behaviours
- more and more residents are already prescribed antipsychotic medications before admission to LTC.

Successes:

- having access to external resources in helping to manage residents on antipsychotic medications (i.e.. GHMOT, PRC, TRI)
- in-house BSO team
- 100% GPA trained staff (2025)

Change Idea #2 Implemented Not Implemented In Progress

continue same ideas, successes, interventions and resources.

Process measure

- No process measure entered

Target for process measure

- No target entered

Lessons Learned

continue same ideas, successes, interventions and resources.

Comment

Challenges:

- on admission, new residents are not properly assessed/diagnosed in the community
- Families do not disclose important information regarding residents' behaviours
- more and more residents are already prescribed antipsychotic medications before admission to LTC.

Successes:

- having access to external resources in helping to manage residents on antipsychotic medications (i.e.. GHMOT, PRC, TRI)
- in-house BSO team
- 100% GPA trained staff (2025)

- will continue with the same plan, intervention and community resources.