

Resident/Family Experience Survey 2023 Action Plan

The Action Plan below is the result of a collaborative effort involving residents, families, and our Resident and Family Council. The annual Resident and Family satisfaction survey was completed with their valuable input, and the data was meticulously analyzed to identify areas of strength and opportunities for improvement. With this collective insight, the action plan outlined below has been crafted to ensure that we continue to uphold the highest standards of care and service excellence, tailored to meet the specific needs and preferences of those we serve.

Reviewed with Resident Council: April 25, 2024

Reviewed with Family Council: May 21, 2024

Quality Dimension	Objective	Measure/Indicator	Current Performance	Target for 2024	Planned Improvement initiative (change Ideas)	Methods and Process Measures	Goal date for Change Idea
Recreation/Activities	<p>To continue publishing and communicating programs using various platforms and tools.</p> <p>To increase satisfaction with availability of weekend events.</p>	<p>My family members like the activities provided in this home.</p> <p>My family member has access to enjoyable things to do on weekends</p>	18%	Response in next survey no more than 5%	<ul style="list-style-type: none"> Improving communication between the P&S team and families about the available programs is crucial. This can be achieved by creating more opportunities for families to share their suggestions, ideas, and feedback through the Family Council. Additionally, providing staff with the proper training and tools will help ensure consistent and ongoing communication with residents and families. Effective feedback collection and utilization are also essential. Increased special programming on the weekend when feasible 	<p>This text has three main objectives. The first is to improve communication among Activation staff, residents, and the interdisciplinary team regarding resident participation and engagement opportunities. This will be done through PCC, Welbi, and verbal communication.</p> <p>The second objective is to increase the visibility of programs on the website through different channels, such as social media, the resident programs board, and the family council. In addition, programming calendars to be reviewed for potential increased special programming on the weekends.</p> <p>Finally, the third objective is to use Welbi to share residents' program participation with their POA via email through a secure PDF or physical copy.</p>	June 30 th , 2024 and ongoing

Care Provision	To support resident access to health professionals	Staff support me to access other health professionals if needed (dentist, foot care, etc)	76%	81%	<ul style="list-style-type: none"> Will provide increased messaging via email/Cliniconex in the 4 weeks prior to clinics. Update to the Admission booklet to include details about available clinics. Continue to provide ongoing clinics: Dental, Vision, Advanced Footcare, Spasticity 	<p>Cliniconex messaging</p> <p>Admission booklet update</p> <p>Clinic booking</p>	<p>ONGOING</p> <p>Dec 31, 2024</p> <p>ONGOING</p>
Communication	To improve communication with residents/families regarding their health	I receive updates about my health	86%	88%	<ul style="list-style-type: none"> Survey results to be discussed at the quarterly PAC meeting with the medical team. As part of care conference process, 	<p>PAC Meeting</p> <p>Care Conference</p>	<p>Completed March 20, 202</p> <p>ONGOING</p>

					<p>families/residents to be reminded that if they need to speak with a physician to let their nurse know.</p> <ul style="list-style-type: none"> Reminder to families as part of care conference process that if there is no change in health status, physician likely will not call. Review at RN/RPN meeting process to inform families how to contact physicians for any pressing issues. Post physician rounding dates on all units for increased awareness for families. 	<p>Care Conferences</p> <p>RN/RPN Meeting</p> <p>Signage on Unit</p>	<p>ONGOING</p> <p>March 27, 2024</p> <p>June 30, 2024</p>
Programs	To minimize the use of restraints	Restraint Minimization	7.3%	Reduction of 0.5-1%	<ul style="list-style-type: none"> Ongoing review of restraint usage monthly as part of committee mtg. 	Monthly meetings	ONGOING
Food and Dining	To support residents with pleasurable dining services	<p>Overall Quality of Food and Drinks is good</p> <p>Mealtimes are Pleasurable for my Family Member</p>	<p>One area within this domain exceeded the 15% never/sometimes threshold for improvement. Respondents thought the juices were too sweet and some felt the food was too salty. One respondent thought too much</p>	Reduction of 9%	<ul style="list-style-type: none"> This issue was promptly addressed by contacting the Sunrise Juice company, who adjusted the juice concentration on February 22nd. Additionally, we clarified to residents that juice during lunch and supper is offered only ensuring residents 	<p>Food Committee Meetings</p> <p>Education for PSWs to be conducted in monthly PSW meetings by Director of Care and Dietary Manager</p>	<p>February 28th, 2024</p> <p>May 31, 2024</p>

