

Equity

Measure - Dimension: Equitable

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Average Resident Engagement Score	C	Other / Residents	Other / Average Engagement Score per Quarter	CB	CB	We are collecting baseline data to observe engagement scores and ensure we are engaging residents equitably, regardless of where they are on their dementia journey.	

Change Ideas

Change Idea #1 Develop a clear and consistent system for assessing engagement with defined criteria for active and passive participation.

Methods	Process measures	Target for process measure	Comments
Documentation of engagement scores in Activity Pro	Education and training on how to score engagement for recreation therapy team	Training completed for all recreation therapy team members by Q1 26/27.	Training to ensure consistent assessment and documentation of engagement scores.

Change Idea #2 Emotion-focused care training for all team members in long-term care home.

Methods	Process measures	Target for process measure	Comments
Delivery of 8 workshops over 3 months.	Attendance at training workshops.	100% of long-term care home team members completed emotion-focused care training.	Emotion-focused care training supports the team member's ability to engage residents equitably, regardless of where they are on their dementia experience journey.

Experience

Measure - Dimension: Patient-centred

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents who responded positively to the survey question: "How satisfied are you with how the words we use supports your sense of dignity?"	C	% / Residents	In-house survey / Q3	CB	CB	We are collecting baseline data to measure the percentage of residents who responded positively to the survey question: "How satisfied are you with how the words we use supports your sense of dignity?"	

Change Ideas

Change Idea #1 Development and annual review of a person-centred language guide.

Methods	Process measures	Target for process measure	Comments
Collaborative development of the guide.	Person-centred language guide review completed annually	Person-centred language guide review completed by Q1	Person-centred language guide is a tool that team members can reference and support each other to ensure we are using words that supports resident's sense of dignity.

Change Idea #2 Emotion-focused care training for all team members in long-term care home.

Methods	Process measures	Target for process measure	Comments
Delivery of 8 workshops over 3 months.	Attendance at training sessions.	100% of long-term care home team members completed emotion-focused care training.	Through the training, teams will learn about the impact of the words we use when speaking to and about those who live in the long-term care home.

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of families responding with high satisfaction with care and comfort in the final days of life of the person they support here.	C	% / Family	In-house survey / 2026	89.20	90.00	We will maintain at least 90% satisfaction rate on care surveys.	

Change Ideas

Change Idea #1 Implemented train the trainer model for Serious Illness Conversation certification.

Methods	Process measures	Target for process measure	Comments
Train registered staff in Serious Illness Conversations	Percentage of registered staff certified in Serious Illness Conversations.	50% of registered staff will receive Serious Illness Conversations training.	Serious Illness Conversations training will increase the confidence of registered staff to have palliative approach to care and end-of-life conversations with residents and families earlier in their illness trajectory.

Change Idea #2 Implement a post-care conference satisfaction survey to measure resident and family satisfaction with care conferences.

Methods	Process measures	Target for process measure	Comments
Survey monkey post-care conference.	Percentage of satisfaction with care conference	90% satisfaction rate with care conferences per quarter	Post-care conference surveys will ensure that residents and families are satisfied with the communication at care conferences and provides opportunity for our team to make improvements based on real-time feedback.

Change Idea #3 Implement the RNAO Palliative Care and End-of-Life Care Clinical Pathways.

Methods	Process measures	Target for process measure	Comments
RNAO support and in-person training for clinical teams.	Implement RNAO Palliative Care and End-of-Life Care Clinical Pathways.	Implement RNAO Palliative Care and End-of-Life Care Clinical Pathways by Q4.	Implementing RNAO Clinical Pathways ensures that our clinical practice is aligned with best practices.

Safety

Measure - Dimension: Safe

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents, older than 65 years of age and with a diagnosis of dementia or neurocognitive disorder, prescribed antipsychotic medication.	C	% / Residents	In house data collection / 2026	9.90	10.00	We will maintain 10% or less of residents, older than 65 years of age and with a diagnosis of dementia or neurocognitive disorder, prescribed antipsychotic medication.	

Change Ideas

Change Idea #1 Work collaboratively with residents, family and interdisciplinary care teams to safely de-prescribe antipsychotic medication.

Methods	Process measures	Target for process measure	Comments
Apply the antipsychotic de-prescribing algorithm to all new admission residents older than 65 and with a diagnosis of dementia or neurocognitive disorder within 6 months of moving in.	Number of relevant new admission residents with antipsychotic de-prescribing algorithm applied within 6 months of moving in.	100% of relevant new admission residents with antipsychotic de-prescribing algorithm applied within 6 months of moving in.	We have observed that many residents are being admitted with existing antipsychotic medication orders.

Change Idea #2 Emotion-focused care training for all team members in long-term care home.

Methods	Process measures	Target for process measure	Comments
Delivery of 8 workshops over 3 months.	Attendance at training sessions.	100% of long-term care home team members completed emotion-focused care training.	Emotion-focused care training will support the team to apply non-pharmacologic interventions in response to expressions that may occur as the antipsychotic de-prescribing algorithm is applied.