

Indicator #16

Percentage of respondents who responded "Yes, Definitely" to the following question "Do you feel that you can raise a concern about staff without it affecting your (or your family member's) care?" (Hogarth Riverview Manor)

Last Year

32.80

Performance
(2023/24)

34.80

Target
(2023/24)

This Year

27.70

Performance
(2024/25)

NA

Target
(2024/25)

Change Idea #1 Implemented Not Implemented

Increase resident and family awareness of Whistle Blower Protection Policy

Process measure

- Whistle Blower Protection added as standing agenda item to council meetings. Number of monthly newsletters that include information about Whistle Blower Protection

Target for process measure

- By April 30, 2023 implement as a standing agenda item 8 monthly newsletters will include Whistle Blower Protection Information

Lessons Learned

100% of Goals were met with implementation of 8 whistleblower protection newsletter inserts.

Change Idea #2 Implemented Not Implemented

Increase resident and family awareness and access of Clinical Resource Coordinator (CRC) and Resident & Family Experience Coordinator

Process measure

- Add content about CRC and Resident & Family Experience Coordinator positions to the newsletter, and when introducing new residents and families to available resources within the home

Target for process measure

- Content will be added by April 30, 2023

Lessons Learned

Position information has been added to the Resident and Family Handbook including information within a newsletter.

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

Strengthen processes to support Indigenous clients to report a concern

Process measure

- Identify process improvements and implement.

Target for process measure

- Process improvements implemented by July 31, 2023

Lessons Learned

An Indigenous Health Associate staff is onsite 3 to 4 days per week to support residents.

	Last Year		This Year	
Indicator #7	43.10	46	41.70	NA
Percentage of respondents who responded "Always" to the following question "How often did staff involve you in planning your (or your family member's care)? (Hogarth Riverview Manor)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

Continue pre-admission meetings with resident and families

Process measure

- Percentage of pre and post admission meetings/follow up

Target for process measure

- 1 pre-admission meeting per week. 80% of new admissions will receive post admission follow up call.

Lessons Learned

By quarter 3, 100% of new admissions received a pre and post admission meeting/follow up.

Change Idea #2 Implemented Not Implemented

Continue monitoring call bell response times

Process measure

- Number of call bell reports monitored, posted, discussed, and action taken where needed

Target for process measure

- 26 call bell reports will be pulled, posted, and discussed during huddles throughout the year.

Lessons Learned

Call bell response times are reviewed on bi-weekly basis in all home areas

Change Idea #3 Implemented Not Implemented

Increase White board huddle participation growth to families and residents

Process measure

- Percentage of huddles where Families and Residents attend whiteboard huddles.

Target for process measure

- Residents and families will attend 10% of huddles.

Lessons Learned

Change idea modified to give families opportunity to create "quality improvement tickets" for consideration in each home area.

Change Idea #4 **Implemented** **Not Implemented**

Managers will engage Resident and Family members during walkabouts asking the conversation starter questions: - What's going well, what's not going well? -What support do you need?

Process measure

- Percentage of walkabouts that capture resident/family communication.

Target for process measure

- 80% of assigned walkabouts will have resident/family communication captured.

Lessons Learned

By quarter 3, 85% of manager walkabouts including resident and family communication.

	Last Year		This Year	
Indicator #11	46.40	48.40	39.90	NA
Percentage of respondents who responded "Always" to the following question How often did staff listen carefully to you? (Hogarth Riverview Manor)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

Change Idea #1 Implemented Not Implemented

Managers to encourage and strategize with staff on how to regularly engage and communicate with residents.

Process measure

- Percentage of huddles where managers remind staff to listen to residents and involve them in their own care during attended huddles. Tracking to start April 30, 2023.

Target for process measure

- Managers will remind staff of listening and involving residents in their own care during at least 80 percent of huddles.

Lessons Learned

100% of huddles include discussion around engaging and communicating with residents.

Indicator #4	Last Year		This Year	
Number of workplace violence incidents reported by workers (as defined by OHSA) within a 12 month period. (Hogarth Riverview Manor)	100	100	121	NA
	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

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

Implement Dementiability training for Therapeutic Recreation (TR) staff.

Process measure

- Percentage of TR staff trained by September 2023

Target for process measure

- 80% of identified staff complete Dementiability training

Lessons Learned

100% (31) of therapeutic recreation staff have received training

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

Manager discussions continue during white board huddles and manager walk about, where staff are asked "what has made them feel unsafe in the past 24 hours". Managers also focus discussions on re approaching residents who are exhibiting responsive behaviours towards staff.

Process measure

- Percentage of huddles where managers discuss approaches to Responsive Behaviours

Target for process measure

- Have manager responsive behaviour discussion at 80% of all huddles starting May 2023

Lessons Learned

By quarter 3, 100% of huddles address responsive behaviour concerns.

Comment

Current performance Jan to Dec 2023

