




Long-Term Care Quality Priorities

		Indicators
	Patient & Family Partnered / Care Experience	% of residents who responded “usually” to the question “do you feel you are listened to by staff”*
	Safe	Number of newly acquired Stage 2, 3, 4, Unstageable and deep tissue pressure injuries in the Cardinal Ambrozic Houses of Providence*
	Equitable	<i>Percentage of staff, leaders, physicians, residents, and family council members in the Cardinal Ambrozic Houses of Providence (Houses of Providence) who have completed relevant anti-racism and equity, diversity, inclusion education.</i>

*Indicators submitted to Ontario Health



	Baseline 2023-24	Target 2024-25
% of residents who responded "usually" to the question "do you feel you are listened to by staff"*	70%	75%

Activities to Improve the Resident Care Experience

1. Seek additional detail from residents based on survey responses.
2. Explore use of technology for residents whose first language is not English
3. Raise awareness of information/communication sources



	Baseline 2023-24	Target 2024-25
Number of newly acquired Stage 2, 3, 4, Unstageable and deep tissue pressure injuries in the Cardinal Ambrozic Houses of Providence*	25%	25%

Activities to Advance Resident Safety

1. Raise Registered staff awareness of wound staging and improve the confirmation of wound staging
2. Explore technology/tools to facilitate skin and wound healing
3. Conduct an inventory of pressure/relief/air mattress



	Baseline 2023-24	Target 2024-25
Percentage of staff, leaders, physicians, residents, and family council members in the Cardinal Ambrozic Houses of Providence (Houses of Providence) who have completed relevant anti-racism and equity, diversity, inclusion education.	TBD	35%

Activities to Improve Equity

1. Create an Anti-racism Equity, Diversity, and Inclusion Committee in the Houses of Providence
2. Directors, managers, and Operation Leads in the Houses of Providence to take specific workshops related to Anti-racism Equity, Diversity, and Inclusion that are pre-scheduled throughout the year
3. Raise awareness of Equity, Diversity, and Inclusion among staff, resident, and family councils.
4. Develop common equity language in policy content