

**Access and Flow | Efficient | Priority Indicator**

Indicator #2	Last Year		This Year	
	Rate of ED visits for modified list of ambulatory care–sensitive conditions* per 100 long-term care residents. (Clarion Nursing Home)	<b>21.78</b>	<b>18.50</b>	<b>18.95</b>
	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

**Change Idea #1**  Implemented  Not Implemented

In-House Nurse Practitioner(NP) involvement in discussion with the Residents/SDMs regarding goals of care during the Initial and Annual Family Conferences.

**Process measure**

- Total number of the Initial/Annual Family conferences. Number/Percentage of the Initial/Annual Family conferences attended by NP.

**Target for process measure**

- At least 90% of Residents will have their Initial/Annual Family conference attended by NP on an ongoing basis.

**Lessons Learned**

Our Nurse Practitioner resigned her position at Clarion as of April 2023.

**Change Idea #2**  Implemented  Not Implemented

In-House Nurse Practitioner (NP) ability to provide timely physical assessments and follow-up of chronic and acute cases.

**Process measure**

- Total number (with reason) of Residents who were transferred to the ER department. Number of not admitted Residents who were transferred to the ER department. Percentage of not admitted Residents who were transferred to ER department.

**Target for process measure**

- Decrease in percentage of ER transfers from 21.78% to 18,5% by December 31, 2023

**Lessons Learned**

Our Nurse Practitioner resigned her position at Clarion as of April 2023.

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

Building liason with other Health Care settings/Practitioners to ensure proper and timely access to outpatient speciality care, such as mental health services.

**Process measure**

- Total number of Residents who were identified at need to have an access to the community based support services, exampe mental health,who were declined/ not able to access these services.

**Target for process measure**

- No specific target. Access to the services depends on the availability of the services for the residents living in the nursing home.

**Lessons Learned**

Alliance with Dr. A Luthra as of April 2023.

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

Alliance with Dr. Luthra (Psychiatrist)- start April 2023

**Process measure**

- No process measure entered

**Target for process measure**

- No target entered

**Lessons Learned**

Initial assessment and follow up every 6 weeks is conducted by Dr. Luthra, for all Residents who receive antipsychotic medication, and/or experience responsive behaviour.

**Safety | Safe | Priority Indicator**

	Last Year		This Year	
<b>Indicator #1</b>	<b>32.61</b>	<b>25</b>	<b>25.51</b>	<b>20</b>
Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment (Clarion Nursing Home)	Performance (2023/24)	Target (2023/24)	Performance (2024/25)	Target (2024/25)

**Change Idea #1**  Implemented  Not Implemented

In-House Nurse Practitioner(NP) involvement in reviewing need of antipsychotic medication usage.

**Process measure**

- Total number of Residents on antipsychotic medication - with reason. Number of residents for whom the antipsychotic medication was decreased. Number of residents for whom the antipsychotic medication was discontinued.

**Target for process measure**

- Decrease in the antipsychotic medication usage from 32.61% to 25% by December 31, 2023

**Lessons Learned**

Our Nurse Practitioner resigned her position at Clarion as of April 2023.

**Change Idea #2**  Implemented  Not Implemented

Nurse Practitioner (NP) will review antipsychotic medication usage during the Quarterly Drug Review (QDR).

**Process measure**

- Total number of QDRs. Number of Residents for whom the antipsychotic medication was decreased during QDR. Number of Residents for whom the antipsychotic medication was discontinued during QDR.

**Target for process measure**

- At least 90 % of QDRs will be reviewed by NP on an ongoing basis.

**Lessons Learned**

Our Nurse Practitioner resigned her position at Clarion as of April 2023.

**Change Idea #3**  Implemented  Not Implemented

Building liason with other Health Care settings/Practitioners to ensure proper and timely access to outpatient speciality care, such as mental health services.

**Process measure**

- Total number of Residents who were identified at need to have access to the community based support services, example mental health,who were declined/ not able to access these services.

**Target for process measure**

- No specific target. Access to the services depends on the availability of the services for the residents living in the nursing home.

**Lessons Learned**

Alliance with Dr. A. Luthra as of April 2023.

**Change Idea #4**  Implemented  Not Implemented

Alliance with Dr. Luthra (Psychiatrist)- start April 2023

**Process measure**

- No process measure entered

**Target for process measure**

- No target entered

**Lessons Learned**

Initial assessment and follow up every 6 weeks is conducted by Dr. Luthra, for all Residents who receive antipsychotic medication, and/or experience responsive behaviour.