

## Maxville Manor | Quality Work Plan 2025-2026

Access and Flow

Measure - Dimension: Efficient

Change Ideas

Methods Process measures Target for process measure Comments

Teaching family members the benefits of the paramedic outreach program and services offered. Teaching registered staff of the paramedic outreach program

Continue to provide education to new families and new registered staff regarding paramedic outreach program.

We will strive to reach 100% of families and 100% of registered staff

Discussions will be had with each residents POA/SDM regarding the care that can be provided within the home instead of going to emergency department

Equity

Measure - Dimension: Equitable

Change Ideas

Methods Process measures Target for process measure Comments

Staff will complete the module titled,

Staff will be encouraged to complete the

100% of staff will complete the online

Total LTCH Beds: 122

"Diversity, Equity, and Inclusion at Work" training module by the end of calendar learning module by the end of the

# of LTCH beds=122

by Surge Learning.

year

calendar year

Experience

## **Maxville Manor | Quality Work Plan 2025-2026**

Measure - Dimension: Patient-centred

Change Ideas

Methods Process measures Target for process measure Comments

Survey will be sent out at the end of the calendar year to see an improvement

At least 31 resident/families surveys will be completed by the end of calendar year

We strive to ensure that 75% of residents/families will know who to speak to if they have a question

We will also post the information on the Homes website. All unit managers will send out Welcome emails with the list of people to contact if they have a question or concern

Methods Process measures Target for process measure Comments

Implement EVOKE Health in May of 2025 to families and residents.

At least 31 resident/families surveys will be completed by the end of calendar year

We strive to ensure that 75% of residents/families will know who to speak to if they have a question

We strive to achieve 70% of our families expressing interest and creating an account to join EVOKE Health.

Measure - Dimension: Patient-centred

Change Ideas

Methods Process measures Target for process measure Comments

External services will be included in our welcome emails to all new residents.

Maxville Manors SSW will also include these services in their welcome emails to residents. Services will also be included in communication on Evoke Health.

At least 31 resident/family surveys will be completed by the end of fiscal year

We strive to ensure that 60% of residents and family members are aware of the availability of Optometry and Dental Outreach services

Methods Process measures Target for process measure Comments

Posters will be put up in resident home areas and on the resident council boards.

At least 31 resident/family surveys will be completed by the end of fiscal year

We strive to ensure that 60% of residents/family members will be aware that Optometry and Dental Outreach

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are available.

### Safety

Measure - Dimension: Safe

#### Change Ideas

Methods Process measures Target for process measure Comments

90% residents with 2 or more falls will have a documented falls review progress note

90% of residents who fall will have an interdisciplinary team meeting to discuss possible causes/risks in our high risk falls review meetings

12 times a year; High risk falls review meetings will occur monthly

Measure - Dimension: Safe

#### Change Ideas

Methods Process measures Target for process measure Comments

Taper MD is used for all quarterly reviews

We will see a decrease in the number of residents on antipsychotics without a diagnosis of psychosis over the next 12 months

We will strive to see a decrease in the use of antipsychotics for our residents who do not have a diagnosis of psychosis from 27.30% to 27.00% over the next 12 months