

**Experience | Patient-centred | Custom Indicator**

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	Last Year		This Year		
<b>Indicator #3</b>	<b>50.00</b>	<b>75</b>	<b>NA</b>	<b>--</b>	<b>NA</b>
Satisfied with quality of care from social work. (Riverbend Place)	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)

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**Change Idea #1**  Implemented  Not Implemented  In Progress

Research the opportunities/availability for social work assistance for the residents in the home.

**Process measure**

- # of residents who were assessed for social work services # of referrals sent # of social work services available for home

**Target for process measure**

- Social work services will be reviewed and implemented by June 2025.

**Lessons Learned**

Social worker consultants researched so we can implement if required.

**Change Idea #2**  Implemented  Not Implemented  In Progress

Educate the residents and families of the process to activate social work assistance.

**Process measure**

- # of Newsletters sent to residents and families that include education for social work services available in the home # of family and resident meetings where social worker services were discussed

**Target for process measure**

- Education newsletter will be provided to residents and families by July 2025. Information about social worker services will be discussed at family and resident meetings by September 2025

**Lessons Learned**

Residents and families educated this year that our home does not have an in-house social worker. We are able to consult a social worker if required.

**Comment**

Our home continues to provide the opportunity to engage with a social worker consultant as required.

Indicator #2 Satisfied with quality of care from Occupational therapist. (Riverbend Place)	Last Year	75 Target (2025/26)	This Year	-- Percentage Improvement (2026/27)	NA Target (2026/27)
	0.00 Performance (2025/26)		93.80 Performance (2026/27)		

**Change Idea #1**  Implemented  Not Implemented  In Progress

Research the opportunities/availability for Occupational Therapy assistance for the residents in the home.

**Process measure**

- # of residents assessed for OT needs # of referrals submitted for OT services # of OT services identified as available to assist home

**Target for process measure**

- Nursing staff will complete review by May 2025 Areas will be identified and changes implemented by June 2025.

**Lessons Learned**

Currently we have a physiotherapy contract that is in place. Only residents who met certain criteria qualify for physiotherapy. We have provided education to help residents and families distinguish between restorative nursing and physiotherapy services.

**Change Idea #2**  Implemented  Not Implemented  In Progress

Highlight Occupational therapist in the homes communication to residents and families.

**Process measure**

- # of newsletters with information about OT included and posted on bulletin board

**Target for process measure**

- Newsletter for information related to Occupational therapist will be posted by July 2025.

**Lessons Learned**

We have provided education to help residents and families distinguish between restorative nursing and physiotherapy services. Residents and families continue to require further clarification between which program offers which services.

**Comment**

We plan to continue our education for residents and families on the differences and services available between restorative care and physiotherapy.

Indicator #4	Last Year		This Year		
Satisfied with the schedule of spiritual care services (Riverbend Place)	<b>85.70</b>	<b>90</b>	<b>68.80</b>	<b>--</b>	<b>NA</b>
	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)

**Change Idea #1**  Implemented  Not Implemented  In Progress

Provide and opportunity at residents' council meeting for resident input into the timing and schedule of spiritual care services.

**Process measure**

- # of residents who attended meeting # of meetings where spiritual care services were discussed # of feedback received and implemented

**Target for process measure**

- Spiritual care services will be discussed at resident council meeting May 2025. Feedback received will be reviewed and implemented as able by September 2025

**Lessons Learned**

Residents are provided at each resident council to offer their input into spiritual care services and schedule timings.

**Change Idea #2**  Implemented  Not Implemented  In Progress

Increase communication about spiritual program times and changes.

**Process measure**

- # of memos shared with residents and families that discuss spiritual program times and changes # of information that is posted on bulletin board so residents and families aware of changes

**Target for process measure**

- Process for communication about spiritual programs times and any changes will be implemented May 2025.

**Lessons Learned**

Resident activity calendars now include all spiritual services, times and locations, available for residents to join as they choose.

**Comment**

We plan to continue to improve on this indicator into 2026 as our survey results for 2025 have not improved. Our 2026 action plan will address this indicator in detail.

**Safety | Safe | Optional Indicator**

	Last Year		This Year		
<b>Indicator #1</b>	<b>18.30</b>	<b>15</b>	<b>15.97</b>	<b>12.73%</b>	<b>15</b>
Percentage of LTC home residents who fell in the 30 days leading up to their assessment (Riverbend Place)	Performance (2025/26)	Target (2025/26)	Performance (2026/27)	Percentage Improvement (2026/27)	Target (2026/27)

**Change Idea #1**  Implemented  Not Implemented  In Progress

Implement specific activity program at afternoon change of shift for residents who are high risk for falls.

**Process measure**

- # of residents reviewed for activity needs/preferences weekly # of activity programs that occur during change of shift in afternoon weekly.

**Target for process measure**

- Specific activity program at afternoon change of shift will be implemented by June 2025.

**Lessons Learned**

We noted a reduction in falls and responsive behaviours with this change.

**Change Idea #2**  Implemented  Not Implemented  In Progress

Conduct environmental assessments of resident spaces to identify potential fall risk areas and address areas for improvement.

**Process measure**

- # of Environmental assessments completed monthly. # of identified deficiencies from assessments that were corrected monthly.

**Target for process measure**

- Environmental risk assessments of resident spaces to identify fall risk will be completed by June 2025.

**Lessons Learned**

Regular environmental assessments were able to identify potential fall risks that were corrected to prevent falls.

**Comment**

We plan to continue with these interventions in order to continue with our successes.

