

Access and Flow

Measure - Dimension: Efficient

Indicator #1	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Rate of ED visits for modified list of ambulatory care–sensitive conditions* per 100 long-term care residents.	P	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / October 1, 2024, to September 30, 2025 (Q3 to the end of the following Q2)	X	20.00	Data was not available from hospitals as not reported.	Medigas, CareRx

Change Ideas

Change Idea #1 Support early recognition of residents at risk for ED visits by providing preventive care and early treatment for common conditions leading to potentially avoidable ED visits.

Methods	Process measures	Target for process measure	Comments
Education for PSW's and registered staff, including STOP and WATCH.	Improved confidence and decision making from registered staff related to clinical assessment. Provide of education sessions with Registered staff.	100% of staff completed education related to ED transfers.	Utilize Nurse Practitioner, other stake holders such as Medigas, CareRx Pharmacy ands MDs to provide education to registered staff on topics. Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Change Idea #2 During care conferences, discussion with resident and families regarding advance care planning, Resident and Family focused centered care.

Methods	Process measures	Target for process measure	Comments
Educate residents and families about the benefits of and approaches to preventing ED visits. The home's attending NP/MD will review and collaborate with the registered staff on residents who are at high risk for transfer to ED, based on clinical and psychological; develop care plans with early identification signs and treatment plans.	The number of residents whose transfers were a result of family or resident request. Number of staff who demonstrated education application via documentation quarterly. The number of ER transfers averted monthly. Number of transfers to ED who returned within 24 hours.	Decrease by 1% until goal is achieved by reviewing all process measures in a quarterly basis.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Change Idea #3 DOC to review ED tracker for the common reasons for transfer to ED. Review in registered staff meetings, to develop strategies to prevent future ED visits.

Methods	Process measures	Target for process measure	Comments
Utilization internal hospital tracking tool and analyze each transfer status. ED transfer audit will be completed and reviewed monthly by nursing leadership. Reports will be reviewed at quarterly PAC meetings; and standing agenda in nursing practice meeting.	Percentage of improved communication within clinical team and during PAC meetings.	100% of PAC meetings will include internal hospital tracking.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Change Idea #4 Education on palliative approach and end of life for staff, residents and families.

Methods	Process measures	Target for process measure	Comments
Completion of PPS assessment, implementation of use and education for staff, resident and families on palliative approach and end of life.	The percentage of PPS assessments education completed.	100% of registered staff will completed PPS assessment education.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Equity

Measure - Dimension: Equitable

Indicator #2	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of staff (executive-level, management, or all) who have completed relevant equity, diversity, inclusion, and anti-racism education	O	% / Staff	Local data collection / Most recent consecutive 12-month period	100.00	100.00	Through implementation of our change ideas, the home expects an overall improvement.	Surge Education

Change Ideas

Change Idea #1 To improve overall dialogue of diversity, inclusion, equity and anti-racism in the workplace.

Methods	Process measures	Target for process measure	Comments
Training and/or education through Surge education or live events.	Percentage of staff education on Culture and Diversity.	100% of staff educated on topics of Culture and Diversity.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Change Idea #2 To increase diversity training through Surge education or live events.

Methods	Process measures	Target for process measure	Comments
Introduce diversity and inclusion as part of the new employee onboarding process.	Percentage of new employees trained on Culture and Diversity.	100% of new employees will be trained on culture and diversity.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Change Idea #3 Develop of Cultural Diversity team with in the home comprised of staff, resident and family members to assist with develop programs, recognition with the home.

Methods	Process measures	Target for process measure	Comments
Celebrate culture and diversity events; educational opportunities.	Number of Celebration completed in the home.	The home will have 1 cultural celebration each quarter.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Experience

Measure - Dimension: Patient-centred

Indicator #3	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of residents who responded positively to the statement: "I can express my opinion without fear of consequences".	O	% / LTC home residents	In house data, interRAI survey / Most recent consecutive 12-month period	89.66	90.00	Data is suppressed due to our resident population of 27. Through implementation of our change ideas, the home expects an overall improvement.	Surge Education

Change Ideas

Change Idea #1 Review "Resident's Bill of Rights" monthly, at residents' Council meetings monthly. With a focus on resident Rights #29, "Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else"

Methods	Process measures	Target for process measure	Comments
Add Resident Right #29 to standing agenda for discussion on monthly basis by program Manager during Resident Council meeting. Re-education and review to all staff on Resident Bill of Rights specifically #29 at department meetings monthly by department managers.	Percentage of resident council meetings that review Resident's Bill of Rights.	100% of all resident council meetings will review Resident's Bill of Rights.	Total Surveys Initiated: 29 Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Change Idea #2 Review of the Zero Tolerance of Abuse Policy and Whistleblower policy.

Methods	Process measures	Target for process measure	Comments
Zero Tolerance of Abuse Policy, and Whistleblower Policy will be posted in the home.	Percentage of staff will complete zero tolerance and whistle blower education.	100% of staff will complete zero tolerance and whistle blower education.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Change Idea #3 Social worker to complete wellness checks with residents.

Methods	Process measures	Target for process measure	Comments
Social worker responds to referrals in a timely manner and visits with residents.	Percentage of social worker referrals will be followed up.	100% of social worker referrals will be followed up.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Safety

Measure - Dimension: Safe

Indicator #4	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of LTC home residents who fell in the 30 days leading up to their assessment	O	% / LTC home residents	CIHI CCRS / July 1 to September 30, 2025 (Q2), as target quarter of rolling 4-quarter average	10.00	9.50	Through implementation of our change ideas, the home expects an overall improvement.	

Change Ideas

Change Idea #1 To reduce the number of falls in the home.

Methods	Process measures	Target for process measure	Comments
To increase training and/or education of Falls Program.	Percentage of registered staff and PSW who have completed education.	100% of registered staff and PSW's to complete the required education.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Change Idea #2 Purposeful rounding for resident at high risk for falls.

Methods	Process measures	Target for process measure	Comments
During shift report review residents who are at a high risk for falls or have frequent falls.	Percentage of staff who participate during shift report and review resident who experience a fall	100% of staff will participate in reviewing a resident who experience a fall.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Change Idea #3 Collaboration with recreation to implement recreation activities to engage residents. Analysis to when falls are occurring to develop timing.

Methods	Process measures	Target for process measure	Comments
Interdisciplinary team comprehensive post fall analysis, post resident fall.	Number of program referrals received from staff due to a resident falling who would benefit from recreational activities.	100% of referrals will be followed up on by program staff.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Measure - Dimension: Safe

Indicator #5	Type	Unit / Population	Source / Period	Current Performance	Target	Target Justification	External Collaborators
Percentage of LTC residents who developed worsening pain.	C	% / LTC home residents	CIHI CCRS / July 1 - Sept 30 2025, Q2	9.00	8.00	Through implementation of our change ideas, the home expects an overall improvement.	CareRx, BIM, External BSO

Change Ideas

Change Idea #1 Enhancement of the end of life, palliative care program.

Methods	Process measures	Target for process measure	Comments
Conduct through assessment of the resident, palliative care, end of life care. Completion of PPS score, current medication regimen, involve the interdisciplinary team, family and resident with care planning decisions.	Percentage of staff provided education on enhanced EOL and palliative care.	100% of staff complete required education.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Change Idea #2 Utilization of pain tracker, to monitor the use of prn analgesic.

Methods	Process measures	Target for process measure	Comments
Utilization of trackers, for prn use, compressive pain assessment completed and review of routine analgesic.	Number of medication reviews related with analgesic change.	All of resident experiencing pain will have comprehensive pain assessment completed.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.

Change Idea #3 RAI consultant, to provide education to RAI coordinators, on coding requirements for end of life/palliative residents.

Methods	Process measures	Target for process measure	Comments
RAI coordinators will code appropriately for all residents experiencing worsening pain.	Number of care plans revised to pain management.	All RAI assessments will be audited and changes made based on education to RAI lead.	Country Lane is scheduled to close in June 2026; minimal characters are being entered to meet QIP submission requirements during the closure period.