

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.	O	Rate per 100 residents / LTC home residents	CIHI CCRS, CIHI NACRS / Oct 1, 2023, to Sep 30, 2024 (Q3 to the end of the following Q2)	24.14	15.00	We are seeking to return to our earlier, better performance, which has historically been favourable versus the provincial long term care home average.	

Change Ideas

Change Idea #1 Hire a full-time Nurse Practitioner (NP) via provincial funding through the "Hiring More Nurse Practitioners for Long-Term Care Initiative". The NP will work with our attending physicians and nursing staff to minimize the need for hospital transfers (e.g., for such conditions as: fall injuries that may require sutures; pneumonia; and congestive heart failure).

Methods	Process measures	Target for process measure	Comments
Implement a recruitment process to hire a NP in conjunction with Middlesex County's Human Resources Department.	Response rate to advertised NP job ad.	To have NP in place by June 30, 2025	Supply of versus demand for NPs will be an issue (success dependent on labour market for NPs).

Change Idea #2 Further to the introduction of the "Community Paramedicine for Long-Term Care Plus (CPLTC+)" program in Middlesex-London in October 2024 (designed to reduce avoidable emergency department visits and hospital stays among long term care home residents), we will continue to work with the provider (Middlesex-London Paramedic Service) to further optimize the services made available in-house by responding paramedics.

Methods	Process measures	Target for process measure	Comments
Middlesex-London Paramedic Service will track data on number of CPLTC+ visits to The Lodge, along with breakdown of testing and services performed.	Number of CPLTC+ paramedic visits per quarter reviewed by Quality Improvement Committee.	100% of CPLTC+ visits to be reviewed by Quality Improvement Committee.	Success in minimizing the number of emergency department transfers is contingent on the partnership between ourselves and the Middlesex-London Paramedic Service.

Change Idea #3 Purchase Intravenous (IV) Therapy equipment/supplies (including CADD Pump to deliver medications/antibiotics intravenously), and train staff, accordingly. This will minimize having to transfer residents to hospital to start IV therapy, and to treat diagnoses such as pneumonia, septicemia, cellulitis and dehydration, all considered diagnoses that may be treatable without emergency department transfer.

Methods	Process measures	Target for process measure	Comments
Train registered nursing staff on IV insertion and CADD pump operation.	%age of registered nursing staff trained on IV insertion and CADD pump operation.	10% of registered nursing staff will be trained on IV insertion and CADD pump operation during 2025/26	n/a