

# 2022 Quality Initiative Report



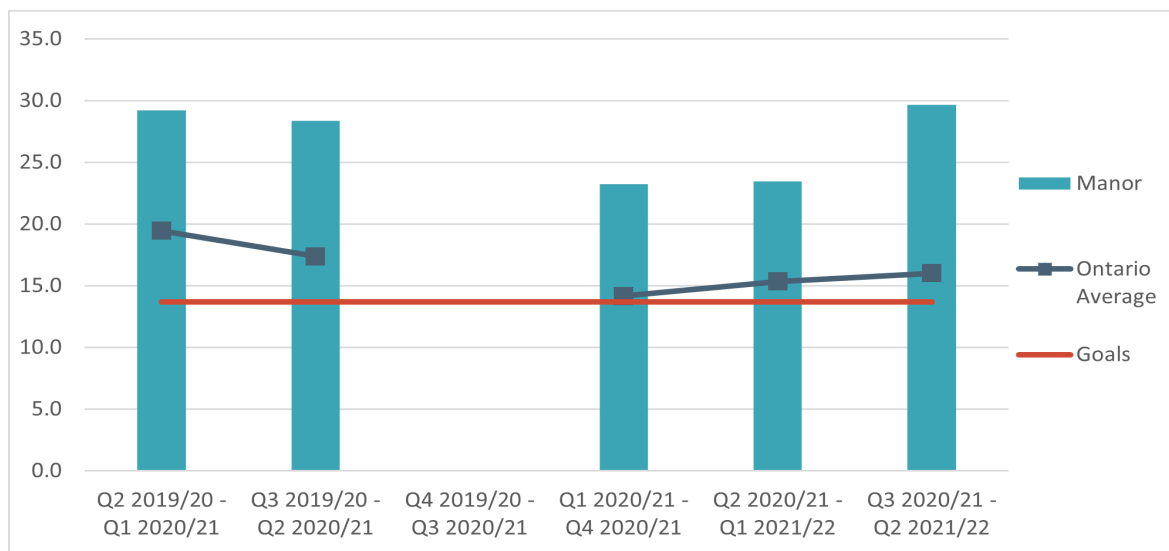
INTERIM REPORT - Marshall Gowland Manor

JULY 2022

Quality Improvement Lead: Lacy Ferguson

## Timely and Efficient Transitions

Number of ED visits for modified list of ambulatory care-sensitive conditions\* per 100 long-term care residents.



\*Note: Q4 2019/20 - Q3 2020/21 data was not received from the Ministry due to the constraints of the pandemic

## Service Excellence

Percentage of residents responding positively to: "I can express my opinion without fear of consequences"



**81.03%**

Percentage of residents responding positively to: "Staff take time and listen to me"



**80.9%**

## Safe and Effective Care

