



**Long-Term Care Division**  
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## **MEMO**

**Date:** July 11, 2022  
**From:** Lacy Ferguson, Quality Assurance Manager  
**cc:** Jane Joris, General Manager  
**Re:** Interim Quality Initiative Report

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|------------------------|---------------------------|---------------|
| <b>CORPORATE LEAD:</b> | Quality Assurance Manager | Lacy Ferguson |
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The County of Lambton Long-Term Care Division is committed to providing the highest quality of care and services to people living in the Homes and to people who access services such as the Adult Enrichment Centres.

While each Home develops its own targets and action plans, the following are the top three priorities for the Long-Term Care Division for 2022/23:

- 1) Timely and efficient transitions
  - a. Reduce the avoidable Emergency Department (ED) visit rate
- 2) Elder and family experience
  - a. Improve positive response for Elders having their voices heard
  - b. Improve positive response for Elders being able to speak up about the Home
- 3) Safe and effective care
  - a. Reduce the potentially inappropriate antipsychotic medication use in long-term care

These priorities were identified under the guidance of Health Quality Ontario as well as discussion with each Home's Quality Improvement Committees.

In 2022/23, the following are the plans in place to reduce the avoidable transfers to hospital:

- discussions and collaboration with the physicians
- education for frontline staff
- early goals of care discussions with the Elders

Elder and family experience is measured through our annual survey. This year, in addition to the survey offered to the Elders, the County of Lambton Long-Term Care Homes will be offering each Elder's Power of Attorney for Care an opportunity to complete the Caregiver Survey.

Two indicators have been chosen to analyze the Elder and family experience:

- Having a voice – which will be addressed on the Elder's survey with "I can express my opinion without fear of consequences"
- Being able to speak up about the Home – which will be addressed on all versions as "Staff take time and listen to me"

In 2022, the Home will be working with our pharmacy provider, Care Rx, to reduce the use of antipsychotic medications.

For more details regarding the Home's Quality Initiatives, please see the Quality Improvement board in the Home or contact the Home's Administrator.