

2022 Quality Initiative Report



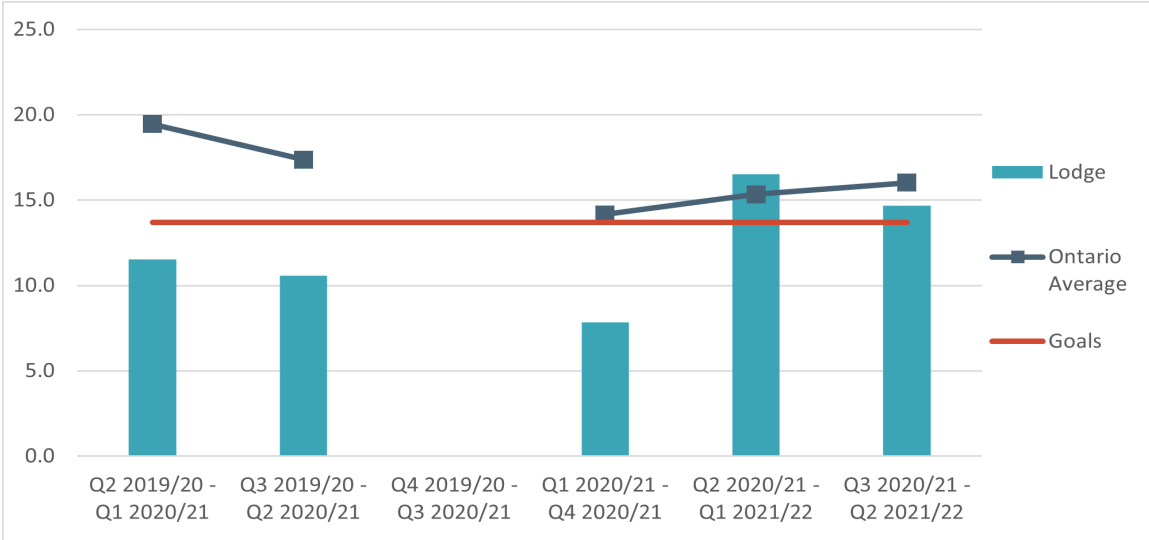
INTERIM REPORT - North Lambton Lodge

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"



86.36%

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



91.3%

Safe and Effective Care

