

2022 Quality Initiative Report



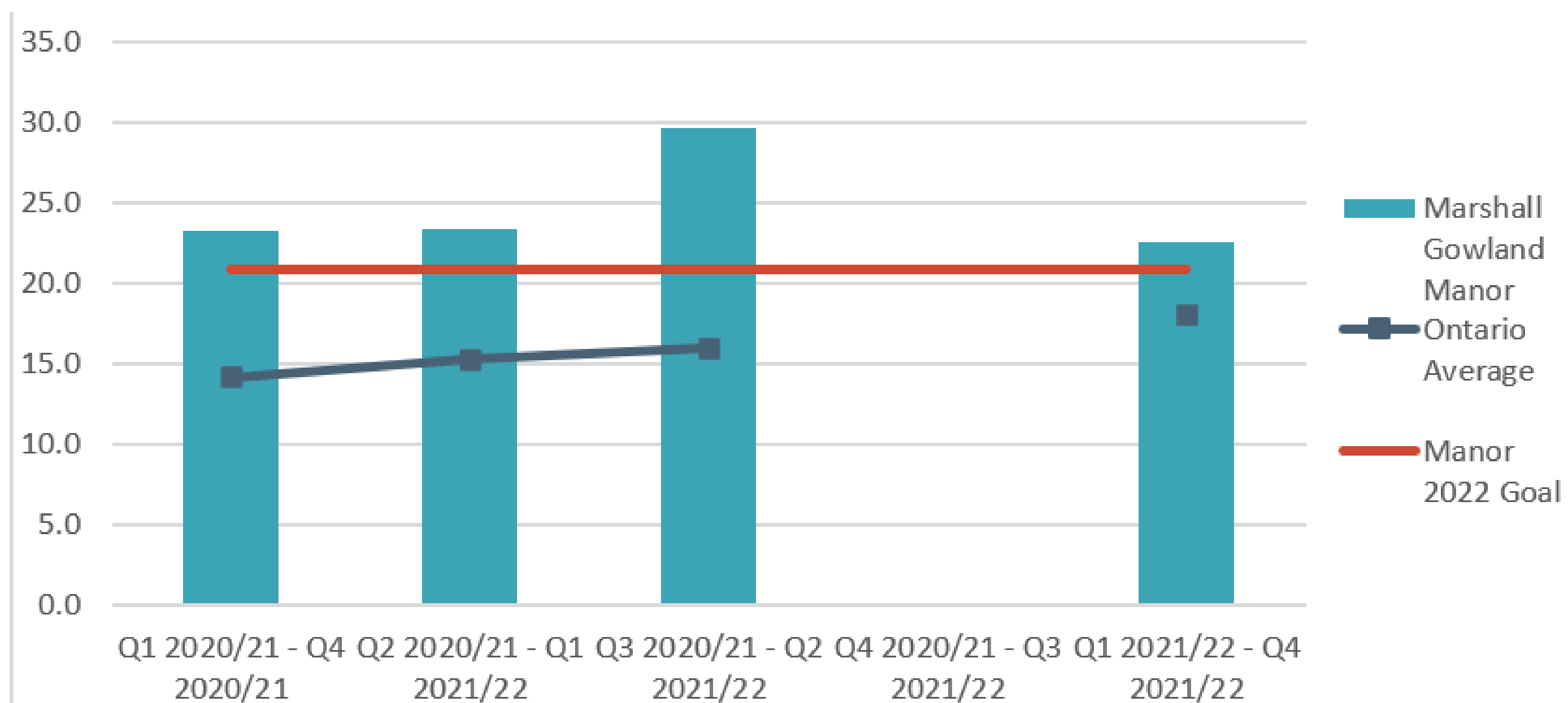
FINAL REPORT - Marshall Gowland Manor

March 2023

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 2020/21 - Q3 2021/22 data was not received from the Ministry

Service Excellence

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



83.3%

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



72.6%

Safe and Effective Care

Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment

