

**Haliburton Highlands Health Services
Long Term Care Services – Hyland Crest**

Balanced Scorecard (Q4 – January to March 2022)

Alignment	Indicator/ Source	Targets	Performance				Comparator Source	Comments
			Q1	Q2	Q3	Q4		
Strategic Goals: Advancing Partnerships/ Transforming the Health Services Experience	Number of ED visits per 100 long-term care residents (Public report/LTChomes.net) In response to the COVID-19 pandemic, the Ministry of Health waived the requirement to submit assessment data to the CCRS; although homes were strongly encouraged to submit data if possible.	21.9	N/R	N/R	11.5	TBD		Q4 Data is not yet available (August 2022)
				N/R= not reported Q1-Q4 (20/21)=13.0				
	Percentage of residents who responded positively to the statement: "I feel comfortable speaking to a staff member about a problem." (Manual)	90%	N/A	N/A	75%	N/A	Target is based on last year's performance	32/60 residents completed the survey in 21/22. Results to be discussed at Residents' Council in June.
	Percentage of residents who responded positively to the question: "Would you recommend this nursing home to others?" (Manual)	95%	N/A	N/A	91%	N/A		
	Percentage of essential caregivers completed mandatory IPAC education	100%	100	100	100	100	Directive	Essential Caregivers must complete IPAC education monthly
	Percentage of staff completed mandatory IPAC education	100%	29.8	37.7	53.0	-	Directive (includes ALL LTC staff from both sites)	SURGE learning. Annual education requirement due on December 31 st
	Percentage of residents fully vaccinated	80%	100	100	100	100	Ministry 80%	Fully Vaccinated defined as 2 doses of COVID-19 vaccine
	Percentage of long term care staff fully vaccinated (Publicly reported and data collected differently)	70%	N/A	86	100	100	Ministry 70%	Fully vaccinated defined as 2 doses of COVID-19 vaccine
	Percentage of residents who were physically restrained every day during the 7 days preceding their resident assessment (Public Report/ CIHI)	2.7%	2.3	2.1	3.8	5.9	Prov 19/20 average 3.3	Results to be discussed at Family Council in June. N = 3 residents for Q3
	Percentage of residents who fell in the last 30 days (Public Report)	16.3%	11.0	13.1	13.3	14.4	Prov 19/20 average 16.6	
	Percentage or residents with a worsened stage 2 to 4 pressure ulcer (Public Report/ CIHI)	4.3%	4.8	6.0	6.4	6.7	Prov 19/20 average 2.5	See action plan.
	Percentage of residents who report pain daily (Public Report)	14.8%	16.4	9.8	8.4	8.7	Prov 19/20 average 5.0	See action plan.
	Percentage of residents receiving anti-psychotic medications (Public Report)	18.3%	12.1	7.9	18.4	19.0	Prov 19/20 average 18.3	
	Percentage of residents whose symptoms of depression worsened (Public Report)	28.4%	31.6	42.3	27.8	24.4	Prov 19/20 average 22.4	See action plan.
	Number of Medication Incidents with HARM (Manual)	0	0	0	0	0		Reviewed at quarterly P and T meetings
Critical Incidents (Manual/ LTChomes.net)	4	1	1	2	0			

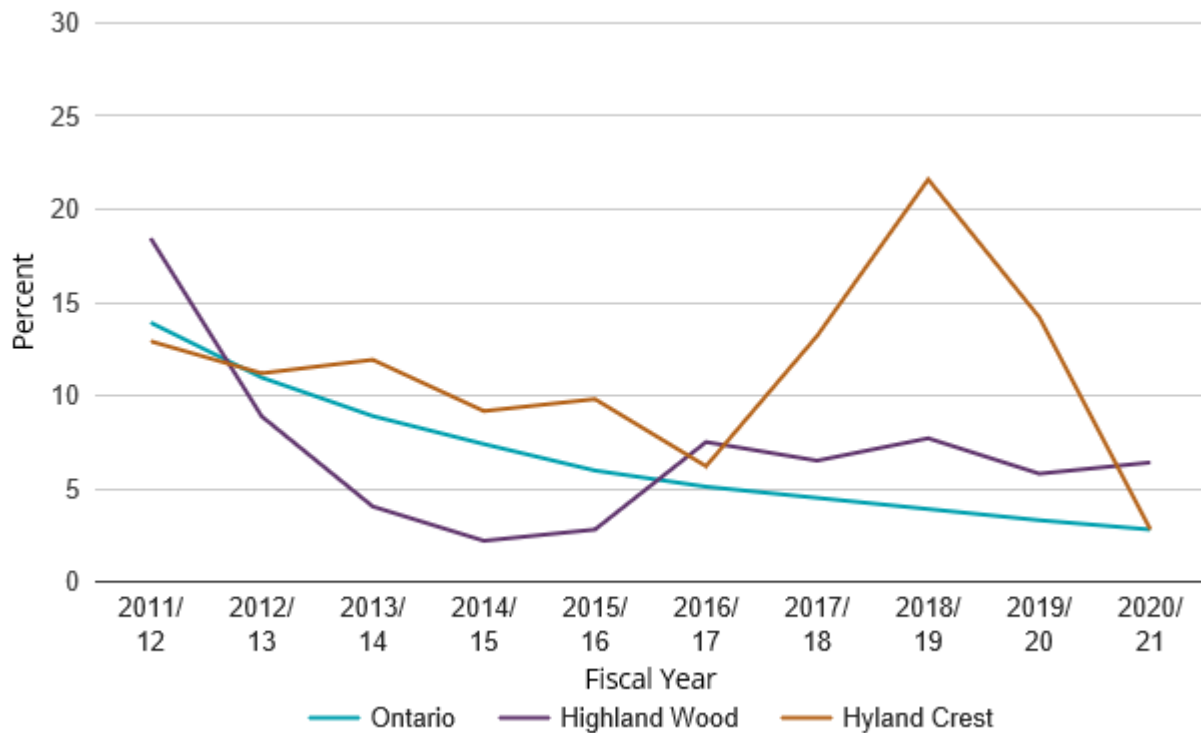
Q	Quarter
	Meeting or Exceeding Target
	Within 10% of Target
	Greater than 10% of Target

PUBLICLY REPORTED INDICATORS - SOURCE- Health Quality Ontario website:

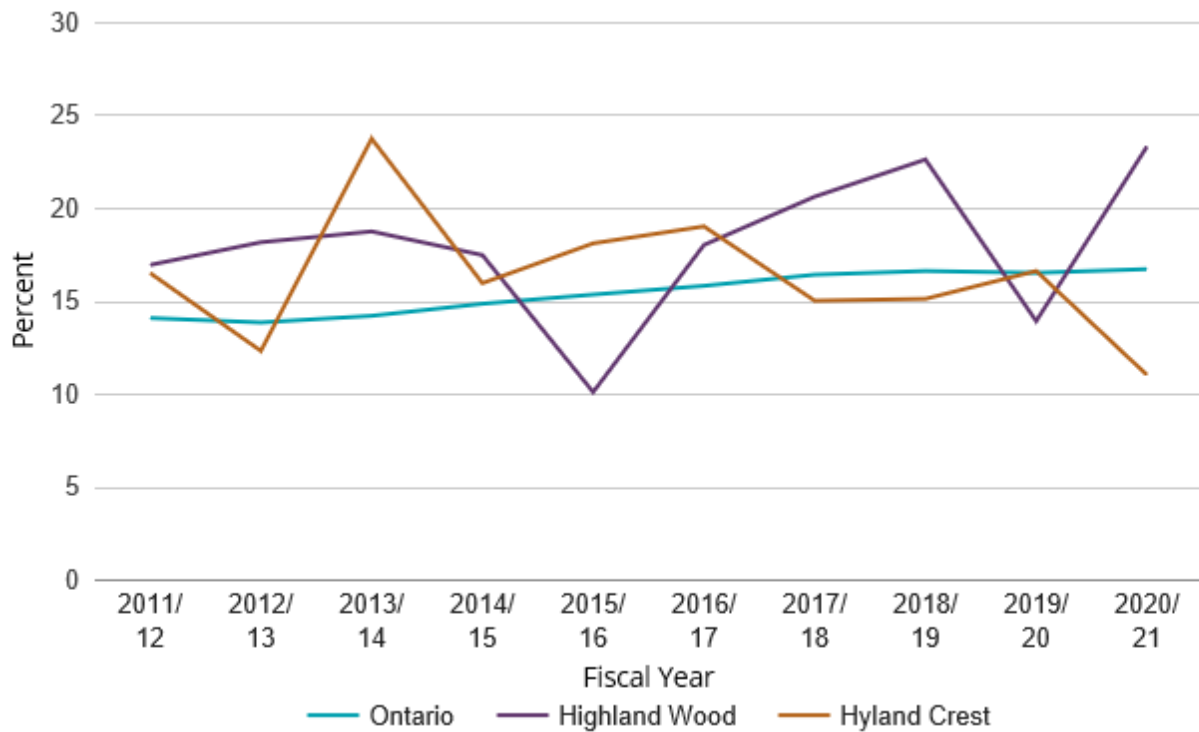
<https://hqontario.ca/SystemPerformance/Long-Term-Care-Performance>

Use of Physical Restraints: This indicator shows the percentage of long-term care home residents in Ontario who were physically restrained every day in the seven days prior to being assessed by a health care professional. A lower percentage is better. The provincial benchmark is 3%. Restraints, such as chairs, trunk or limb restraints, can protect residents from harming themselves or others. However, physical restraints may cause agitation and confusion and increase the risk of pressure ulcers or injury.

2020/21 Provincial Average: 2.8 HW: 6.4 HC: 2.8

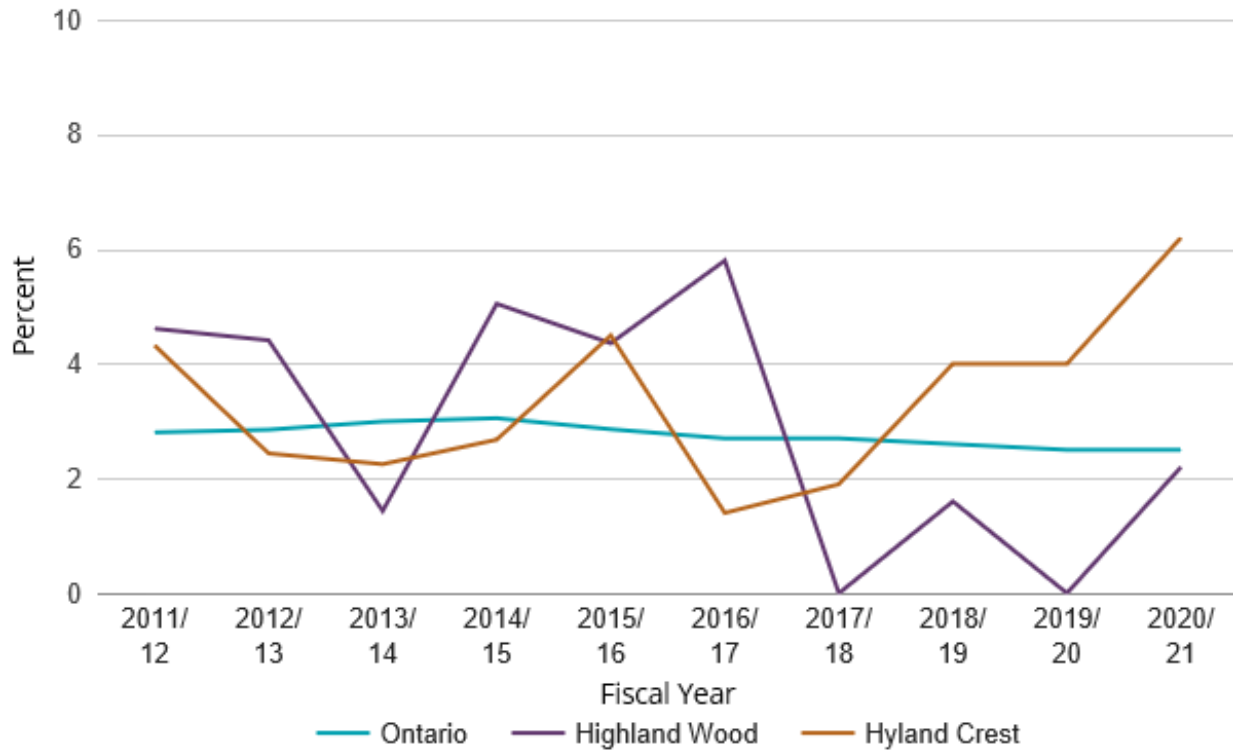


LTC Residents who Fell: This indicator shows the percentage of long-term care home residents in Ontario who fell during a 30-day period before an assessment by a health care professional. A lower percentage is better. The provincial benchmark is 9%. Falls among long-term care home residents are a common cause of injuries such as hip fractures, and may result in a visit to the emergency department or hospital admission.



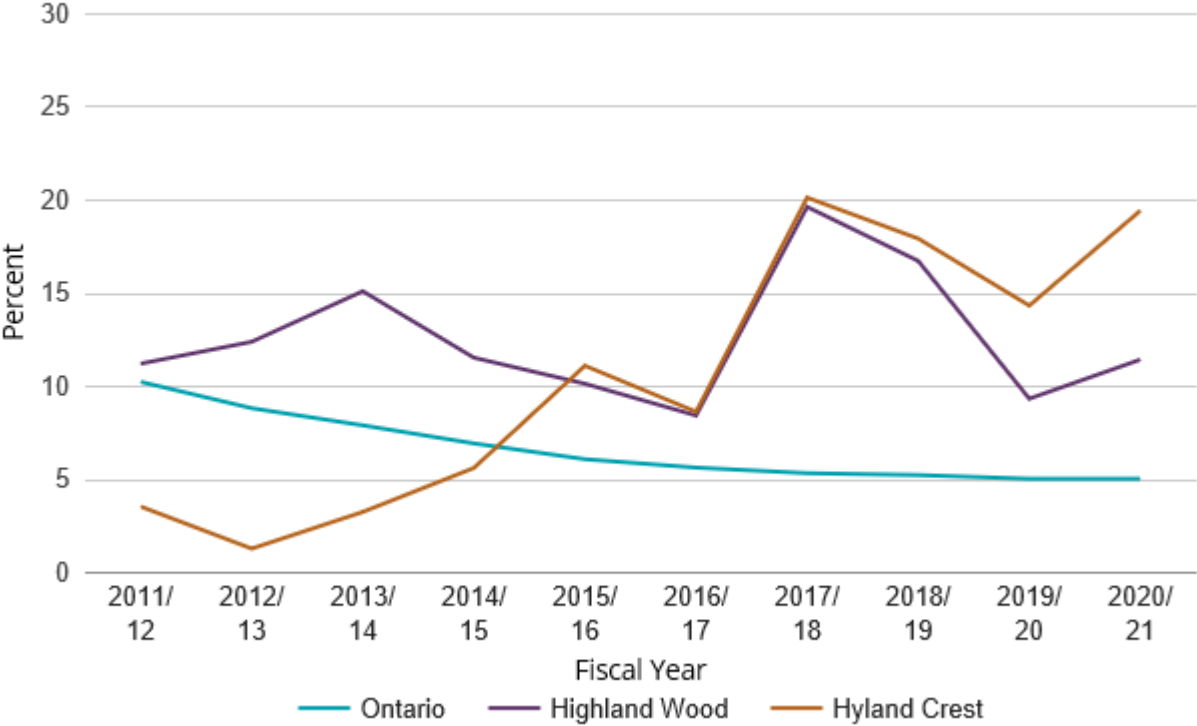
Pressure Ulcers: This indicator shows the % of LTC home residents in Ontario who had a new pressure ulcer (bed sore), or one that worsened, since the previous assessment by a Health care professional. A lower percentage is better. Provincial benchmark is 1%. Pressure ulcers can develop in LTC home residents who lie or sit in one position for too long.

2020/21 Provincial Average: 2.5 HW: 2.2 HC: 6.2



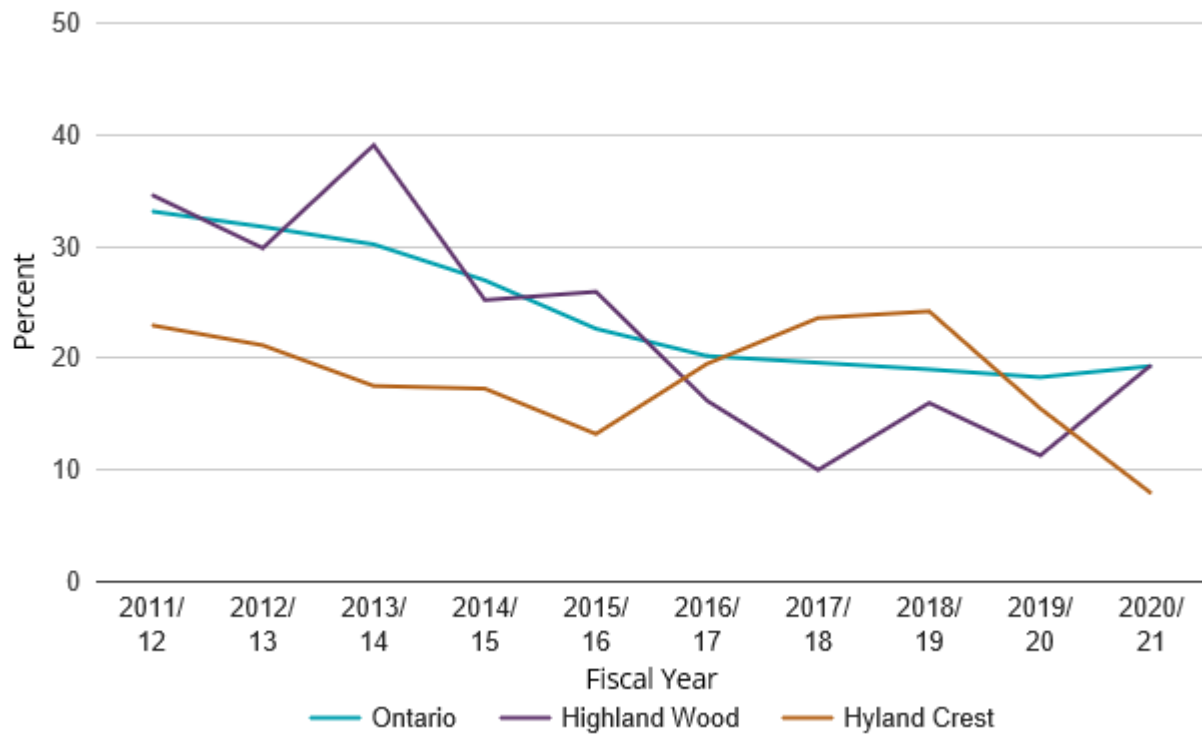
Pain: This indicator measures the %of long-term care home residents who experienced moderate pain daily or any severe pain, in Ontario. Provincial benchmark is not defined. Pain, which can cause sleep problems, depression, agitation or limited mobility, may be under-reported or under-treated.

2020/21 Provincial: 5.0 HW: 11.4 HC: 19.4



Anti-psychotic medications: Percentage of long-term care home residents not living with psychosis who were given antipsychotic medications, in Ontario Antipsychotic medication can help control hallucinations, agitation or aggression caused by dementia. Patient side effects may include confusion, higher risk of falls, and a slightly increased risk of death.

2020/21 Provincial: 19.3 HW: 19.4 HC: 7.9



Worsening Depression: Percentage of long-term care home residents whose symptoms of depression worsened, in Ontario. The benchmark is 13.0 Symptoms of worsened depression such as growing sadness, anger, anxiety or tearfulness, are associated with a functional decline in long-term care home residents, as well as suffering by their families and caregivers.

2020/21 Province: 22 HW: 32.7 HC: 42.3

