

2023 Action Plan

Family				
ITEM	ACTION PLAN	Person Responsible	Timeline	Date Completed
I am aware of how I could access external healthcare services (i.e. dental, advanced foot care, hearing services)	Information is in New Resident handout. Pamphlets available on each RHA. RHA Nurses should have pamphlets available to hand out to care partners/families/residents. Utilizing the resident/care partner information center.	Nursing Team	1-Apr-24	Apr-24
I feel there is enough recreation programs that meet the individual needs and interests of my person.	Review current programs being offered to ensure the following: (A) That there are sufficient amount of programs for each Domain; (B) That there are enough 1x1 programs being offered	Recreation Team	1-Jul-24	
I am satisfied with the Physiotherapy Services provided to my loved one. (heat therapy, range of motion, one to one exercises, walking)	Follow up with Lifemark and ensure that all Residents on Physiotherapy are receiving treatment as per their care plan.	Recreation and Volunteer Services Supervisor & Physio	1-Jul-24	

Resident				
ITEM	ACTION PLAN	Person Responsible	Timeline	Date Completed
I am satisfied with the medical attention provided by my Physician (and Nurse Practitioner if applicable)	1 addition of NP virtual x4days/week; One physician applied for opportunities to orientate internationally trained physicians, approval pending; Taking opportunities of multiple avenues in regards of medical trainees (PA, Residents). Continue with weekly visits based on urgency of residents' needs.	Nursing Team and Medical Director	Jan 2025 and ongoing	
Feeling the décor in public and shared areas is homelike.	Painting program continues to be in place. Walk through of the home, (March 4th and 6th) to remove excess items and organize areas to be functional. Look at additional decor items that can be implemented. Work with front line team to decorate based on seasons.	All Departments	1-Aug-24	
Menu choices - variety and meal options for breakfast, lunch and dinner.	Internal audit to fully understand and clarify results	Dietary Team	1-Jun-24	
Temperature of meals were ok	<ul style="list-style-type: none"> Installation of new steam tables in all serveries have been completed. Purchased perforated table pan to allow the steam to pass through 	Dietary Team	16-Feb-24	
			1-Jun-24	
	<ul style="list-style-type: none"> Trialing use of deeper pans so the bottom of the pan is touching the water in the steam tables. To hold the heat with the vegetables we are trailing using the strainer on the bottom of the pan with a little bit of the water the vegetables were cooked in. 		1-Jun-24	
The food tastes good and are good portions.	Internal audit to be done to fully understand and clarify results	Dietary Team	1-Jun-24	

To be completed by March 31, 2024