

2022 ACTION PLAN – Resident Survey

Date	Priority 1	Action Plan	Responsibility	Target Date	Outcome
February	Q 1 Have You provided info or suggestions for activities	<ul style="list-style-type: none"> • Promote formal ways in which we are asking for input such as Resident admission interviews, RAI/MDS Quarterly Assessment, at Resident Council Meetings • Increase informal opportunities for Residents to provide [program input/feedback • Complete additional Programs audits • Create and use a suggestion box for resident input • Promote for APO week in March 	<p>Rhonda Lustic</p> <p>Resident Programs Team</p> <p>Rhonda Lustic</p> <p>Rhonda Lustic Jennifer Bate</p> <p>Rhonda Lustic, Resident Programs Team</p>	<p>April 2023</p> <p>March and on-going</p> <p>Ongoing</p> <p>September</p> <p>March</p>	<p>Resident Council Meeting Posters in Activity Rooms</p> <p>Currently gathering input from residents to be added to upcoming calendars.</p> <p>Will review data and make changes as needed</p> <p>Promoted what the RP team does – programs, numbers etc on a display in the lobby and in the newsletter</p>

Date	Priority 2	Action Plan	Responsibility	Target Date	Outcome
February	Q8 within the last 12 months have you had any personal items go missing (clothing jewelry money etc.)?	<ul style="list-style-type: none"> • Promote no valuables on admission. • Remind families and residents to use locked drawer. • Promote lost and found. Assist Families and Residents to look there for missing items. • Communicate the process for lost /missing items. Promote what to do and who to talk to, if you think an item is missing. Educate Staff, Residents and Family on the process for missing items. • Have a lost and Found day/weekend for families to find missing items. • Standardize places and process for lost items that are kept in the care center and laundry 	<p>M Young RN/RPN's</p> <p>S. Lowrey, RPN's PSW's</p> <p>Rhonda/Sharon</p> <p>Sharon/Chris</p> <p>RPN's</p>	<p>On-going</p> <p>On-going</p> <p>April Newsletter</p> <p>Early Summer and late fall</p>	<p>Less valuables being brought in =less to opportunity for item to be lost. Using of locked drawer to keep items secure. Decrease in missing items.</p>

Date	Priority 3	Action Plan	Responsibility	Target Date	Outcome
February	Do you currently have any discomfort or have you had discomfort such as pain heaviness burning or hurting with no relief?	<ul style="list-style-type: none"> • Provide Education to PSW's on Reporting Pain • BSO initiate DOS and PAINAD on admission. • Refer NP for Pain Consult • Use resources such as Hospice to consult on residents. • Palliative and Pain committee has restarted. • Review pain assessments and falls assessments quarterly as part of the RAI documentation process • Taking medication is a choice. Review Medications for pain with residents and families. 	<p>RN's, Nicole Ward, NP</p> <p>Josee Delisle and BSO Team</p> <p>RN's/ RAI Team</p> <p>Jaime Gee and RN's</p> <p>Jaime Gee</p> <p>RAI Team, Josee Delisle, Jaime Gee, RN's</p> <p>RN's and Doctors</p>	<p>On-going practice meetings and in real time as needed</p> <p>On-going</p> <p>February On-going</p> <p>On-going</p> <p>On going</p> <p>On-going</p>	<p>Increased reporting</p> <p>RN from Hospice conducts Weekly Rounds with NP</p> <p>Develop and implement strategies</p> <p>Improved results on next survey</p> <p>Reviewed annually at Care Conferences and additionally as needed.</p>

Date	Priority	Action Plan	Responsibility	Target Date	Outcome

Signature: *Rhonda Lustic*
 Position: Programs and Support Services Manager

Signature: *Sheridan Cardwell*
 Position: Nutrition Services Manager

Signature: *Michelle Abrioux*
 Position: Resident Care Manager