



2022 ACTION PLAN – Resident Survey and Family/Care Giver 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
June 2023	Within the last 12 months have you had any personal items go missing (clothing jewelry money etc.)? Focus on positive promotion of good comments and survey results	See items under Priority 2 from Resident Survey Posted throughout home Share numbers and Comments on Website	Leanne Anderson R Lustic Grant Edwards		

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

Signature: *Sheridan Cardwell*
 Position: Nutrition Services Manager

Signature: *Michelle Abrioux*
 Position: Resident Care Manager