

Appendix 1

Seniors Services Report Card 2020

Seniors Long Term Care Home Metrics

| Measures | Definition | 2019 Q3 | 2019 Q4 | 2020 Q1 | 2020 Q2 |
|---|---|---------|---------|---------|---------|
| Resident Satisfaction Survey | This metric provides a measure of resident perception of services and overall rating of a great place to live. The survey is issued annually. In 2019 the average for the eight Niagara Region LTC Homes was 95%. The 2019 MBN average for upper-tier municipalities was 93%. | | | | 94 |
| Pressure Ulcers | This is a measure of the number of residents with worsened stage 2-4 pressure ulcers. (provincial average: 2.6%). | 3.25 | 2.96 | 2.91 | 2.71 |
| Outbreaks | The resident home area may be declared in outbreak by Public Health if two or more residents residing in the same resident home area have two or more consistent infectious symptoms (in 2019 the total number of outbreaks was 16). ⁱ | 4 | 3 | 6 | 3 |
| % of Residents who have fallen in the last 30 days | This is a measure of the percent of residents who sustained a fall in the last 30 days. (provincial avg: 16.40%) | 17.0 | 16.65 | 17.01 | 17.15 |
| % of Residents with New Fractures | This is a measure of the percent of residents who sustained a fracture during this quarter. (provincial avg: 1.4%) | 1.64 | 1.075 | 1.36 | 1.13 |

 Seniors Community Programs

| Measures | Definition | 2019 Q3 | 2019 Q4 | 2020 Q1 | 2020 Q2 |
|---|---|----------------|----------------|----------------|----------------|
| Number of unique individuals served in 2019-2020 | Individual is counted once in a calendar year regardless of the number of services one individual may be accessing. | 1748 | 1614 | 1611 | 1247 |
| % satisfied with overall services | Average across all Seniors Community Programs. | | | | 98 |
| # of complex case consultations | Multi-agency collaboration is required to support the diverse needs of the individual in developing a community plan of support/care. | 23 | 4 | 11 | 2 |

ⁱ In the event of COVID-19, Public Health will declare an outbreak if a single resident or staff test positive for COVID-19. One of the six outbreaks in Q1 was a COVID-19 outbreak. One employee developed symptoms and tested positive for COVID-19. There was no spread of the virus to residents or staff in the home.