

## Appendix 1

## Seniors Services Report Card Q3 2020

## Seniors Long Term Care Home Metrics

Measures	Definition	2019 Q4	2020 Q1	2020 Q2	2020 Q3
<b>Resident Satisfaction Survey</b>	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
<b>Pressure Ulcers</b>	This is a measure of the number of residents with worsened stage 2-4 pressure ulcers. (provincial average: 2.6%).	2.96	2.91	2.71	3.02
<b>Outbreaks</b>	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). <sup>i</sup>	3	6	3	9
<b>% of Residents who have fallen in the last 30 days</b>	This is a measure of the percent of residents who sustained a fall in the last 30 days. (provincial avg: 16.40%)	16.65	17.01	17.15	17.49
<b>% of Residents with New Fractures</b>	This is a measure of the percent of residents who sustained a fracture during this quarter. (provincial avg: 1.4%)	1.075	1.36	1.13	1.30

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## Seniors Community Programs

<b>Measures</b>	<b>Definition</b>	<b>2019 Q4</b>	<b>2019 Q1</b>	<b>2020 Q2</b>	<b>2020 Q3</b>
<b>Number of unique individuals served in 2019-2020</b>	Individual is counted once in a calendar year regardless of the number of services one individual may be accessing.	1614	1611	1247	1263
<b>% satisfied with overall services</b>	Average across all Seniors Community Programs.				
<b># of complex case consultations</b>	Multi-agency collaboration is required to support the diverse needs of the individual in developing a community plan of support/care.	4	11	2	12

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<sup>i</sup> For COVID-19, Public Health will declare an outbreak if a single resident or staff test positive for COVID-19. Two of the nine outbreaks in Q3 were COVID-19 outbreaks. Each outbreak was associated with a single COVID-positive case.