_____

Appendix 1   Seniors Services Report Card Q4 2020

Seniors Long Term Care Home Metrics

Measures	Definition	2020 Q1	2020 Q2	2020 Q3	2020 Q4
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%.	n/a	n/a	94	n/a
Pressure Ulcers	This is a measure of the number of residents with worsened stage 2-4 pressure ulcers. (provincial average: 2.6%).	2.91	2.71	2.65	2.66
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[1] (in 2019 the total number of outbreaks was 16).	6	3	9	6[2]
% 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%)	17.01	17.15	17.70	17.31
% 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%)	1.36	1.13	0.94	1.04

_____

Seniors Community Programs

Measures	Definition	2020 Q1	2020 Q2	2020 Q3	2020 Q4
Number of unique individuals served in 2020	Individual is counted once in a calendar year regardless of the number of services one individual may be accessing.	1611	1247	1263	1282
% satisfied with overall services	Average across all Seniors Community Programs.	N/A	N/A	N/A	84%[3]
# 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.	11	2	12	5

---

[1] Please note that COVID-19 outbreaks are triggered by a single positive case.

[2] Five outbreaks were at LTC homes and one outbreak was at Deer Park Suites (Assisted Living).

[3] Please note that the satisfaction survey results are results for clients of the Outreach Program.