

## Appendix 1 Seniors Services Report Card Q3 2021

### Seniors Long Term Care Home Metrics

Measures	Definition	2020 Q4	2021 Q1	2021 Q2	2021 Q3
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 2020 the average for the eight Niagara Region LTC homes was 94%. The 2019 MBN average for upper-tier municipalities was 93%. (The 2020 MBN report has not yet been released.)			90% <sup>1</sup>	
Pressure Ulcers	This is a measure of the number of residents with worsened stage 2-4 pressure ulcers. (provincial average: 2.6%).	2.7	2.3	2.3	2.4
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 2020 the total number of outbreaks was 24).	6	9	1	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% / provincial target: 16.1%)	17.31	14.6	14.0	14.2
% 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%)	1.04	0.43	1.4	0.6

<sup>1</sup> Please note that the satisfaction survey was issued to residents and families in December 2020. Homes were in lock-down at that time and in-person visits in LTC homes were still suspended.

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**Seniors Community Programs**

Measures	Definition	2020 Q4	2021 Q1	2021 Q2	2021 Q3
Number of unique individuals served in 2021	Each individual is counted once in a calendar year regardless of the number of services one individual may be accessing.	1282	1272	1387	1426
% satisfied with overall services	Average across all Seniors Community Programs.		84%		
# 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.	5	6	10	8