

Appendix 1 Seniors Services Report Card Q4 2023

Seniors Long Term Care Home Metrics

Measures	Definition	2023 Q1	2023 Q2	2023 Q3	2023 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 2022 the average for the eight Niagara Region LTC homes was 93%. The 2022 MBN median for upper-tier municipalities was 93%.	93%	93%	93%	90%
Pressure Ulcers	This is a measure of the percentage of residents with worsened stage 2-4 pressure ulcers. (Provincial average: 2.4%, provincial target is 1%.)	2.11	2.26	2.45	2.45
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 2022 the total number of outbreaks was 37).	14	7	13	16
% 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 average: 16.4% / provincial target: 9%)	15.41	15.40	16.10	16.88
% of Residents with New Fractures	This is a measure of the percent of residents who sustained a fracture during this quarter. (Provincial average: 1.2%)	0.59	0.85	1.09	0.66

Seniors Community Programs

Measures	Definition	2023 Q1	2023 Q2	2023 Q3	2023 Q4
The number of unique individuals served each quarter.	Each individual client is counted once in a calendar year, regardless of the number of services one may access.	1509	1873	2277	1630
% satisfied with overall services	Average across all Seniors Community Programs.	95%	95%	94%	89.6%
# 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.	3	1	1	1