

# 2023 Quality Initiatives



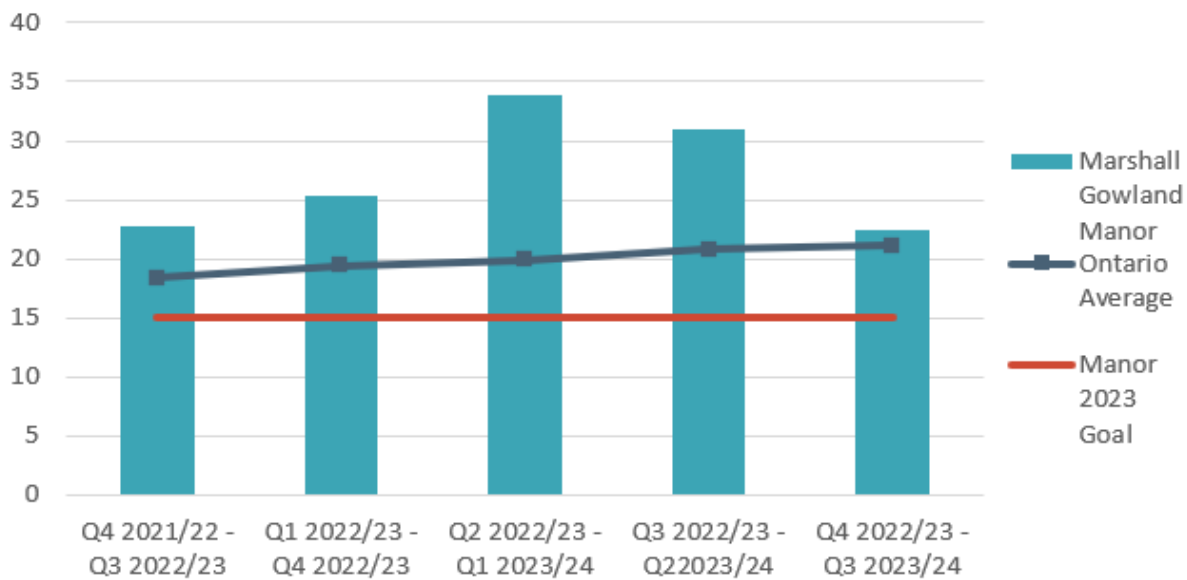
FINAL REPORT - Marshall Gowland Manor

April 2024

Quality Improvement Lead: Lacy Ferguson

## Timely and Efficient Transitions

Number of ED visits for modified list of ambulatory care-sensitive conditions\* per 100 long-term care residents.



## Service Excellence

Percentage of residents responding positively to: "I can express my opinion without fear of consequences"



**56.6%**

Percentage of residents responding positively to: "Staff listen to me"



**75.5%**

## Safe and Effective Care

Percentage of LTC residents without psychosis who were given antipsychotic medication in the 7 days preceding their resident assessment

