



CQI REPORT CARD 2019-2020
Quarter 1 (Apr-June, 2019)

<i>Dietary Services Indicator</i>	<i>Benchmark/Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Absenteeism	≤ 5%/quarter	9.53%			
Meal Temperatures Met	≥98% /quarter	99%			
Equipment Temperatures Met	≥98% /quarter	99%			

<i>Dietary Services Indicator</i>	<i>Benchmark/Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
1 Month Weight Loss over 5 %	≤5 % of residents with weights/quarter	2.70%			
1 Month Weight Gain over 5 %	≤5 % of residents with weights/quarter	1.80%			
3 Month Weight Loss over 7.5 %	≤5 % of residents with weights/quarter	3.50%			
3 Month Weight Gain over 7.5 %	≤5 % of residents with weights/quarter	2.70%			
6 Month Weight Loss over 10 %	≤5 % of residents with weights/quarter	2.70%			
6 Month Weight Gain over 10 %	≤5 % of residents with weights/quarter	0.88%			

<i>Environmental Services Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Absenteeism Laundry & Housekeeping	≤ 5%/quarter	6.90%			
Absenteeism Maintenance	≤ 5%/quarter	3.5%			
Work Orders Completed Within 24 hours	≥ 50%/quarter	87.55%			
Work Orders Completed ≥ 25 hrs ≤ 72hrs	≥ 98% quarter (48 hr or better)	92.47%			
Work Orders Completed > 48 hours	≥ 98% quarter (Completed)	N/A			

<i>Financial Services Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Outstanding Resident Per-diem Rates (Current)	< 1%	2.0%			
Operating Margin	> 1% but < 2%	1%			
Revenue not collected within 30 days (current)	≤ 5%	7.0%			
Revenue not collected within 60 days (current)	≤ 2.5%	5.0%			
Revenue not collected within 90 days (current)	≤ 1.0%	3.0%			

<i>Human Resources Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Jan-Mar</i>	<i>Q2 Apr-June</i>	<i>Q3 July-Sept</i>	<i>Q4 Oct-Dec</i>
Voluntary Turnover	≤ 1% of total staff with active status /quarter	8.91%			
Involuntary Turnover	≤ 1% of total staff with active status/quarter	0.0%			

5 Retirements, 2 Students back to School, 3 orientations incomplete

<i>Recreation Indicators</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Absenteeism	≤ 5%/quarter	2.04%			
Single Resident with No participation	< 1% of total number or residents/quarter	0.0%			
Single Resident Participating in ≤ 10 Activities	≤ 20%/quarter	11.3%			
Single Resident Participation in 10 or more activities	≥ 80 %/quarter	88.7%			

<i>Restorative Services Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Residents on PEP	≥15% of Total Residents/quarter	16%			
Residents who Self-Ambulate (independent or with a device}	≥35% of Total Residents/quarter	39%			
V4 Mattress Use for Residents with PURS ≥4	≥80% with PURS ≥4/quarter	100%			
Resident FIM Scores maintained	≥50% of Total Residents/quarter	84%			

<i>Nursing Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Absenteeism	≤ 7.0%/quarter	4.41%			
Prevalence Pressure Wounds	≤20%/quarter	10.61% (2@stage1) (5@stage2) (3@stage3) (2@stage4)			
Incidence of Pressure Wounds	≤10%/quarter	0.0%			
Fall Rates/1000 bed days	< 9%/quarter	3.7% (n=38)			

<i>Nursing Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
UTI's	≤5% /quarter	12.5% (n=14)			
Respiratory Infections/ Pneumonia	≤2%/quarter	2.67%			
Influenza-Like Illness (ILI)	≤2%/quarter	0.89%			

<i>Corporate Indicator</i>	<i>Benchmark/ Target</i>	<i>Q1 Apr-June</i>	<i>Q2 July-Sept</i>	<i>Q3 Oct-Dec</i>	<i>Q4 Jan-Mar</i>
Lost Resident Days/quarter	≤ 75 days/quarter	58			
Resident Incident Rate	≤ 45 incidents /quarter	46			
Staff Incident Rate	≤ 10 incidents /quarter	7			