

Quality Improvement Report
Apotex, Jewish Home for the Aged

Timeframe: Year End Quality Report 2024-25
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Executive Summary

Each year, Apotex identifies key priorities to enhance care and services throughout the home, guided by resident and family feedback, performance data, legislative requirements, accreditation standards, and best practices in geriatric care. Apotex continues to share improvement updates through resident and family council meetings, newsletters, and postings around the home. Annual evaluations are presented to the Quality and Professional Advisory Committees. In particular, resident and family surveys play a pivotal role in shaping improvement efforts, with over 200 residents and families participating annually. The interRAI self-report quality of life surveys, internationally recognized tools, provide valuable insights into the quality of life within Apotex. In 2024, notable improvements were observed in social life and food satisfaction, with social life ratings surpassing the 80th percentile.

The Apotex Quality Committee evaluates data and feedback to establish strategic quality improvement priorities. For 2024/25, efforts focused on fostering social connections and enhancing engagement opportunities for residents. Last year, 46% of resident quality of life survey items showed improvement, and the Apotex exceeded its target for fostering connections between residents with common interests. Resident feedback highlighted meaningful activity participation as a key strength. Spiritual and cultural programming evolved through resident and family input, leading to a 15% increase in positive responses regarding religious engagement since 2022.

The Apotex is committed to continuous improvement in delivering exceptional care. Key priorities for the 2025/26 **Quality Improvement Plan** include:

- **Ensuring Appropriate Antipsychotic Prescribing**
- **Reducing Unplanned Emergency Department Visits**
- **Enhancing Resident Self-Expression to ensure residents can voice their opinions safely**
- **Improving Pressure Injury Prevention and Management**

The Apotex remains committed to excellence in long-term care by continuously enhancing interdisciplinary programs, resident engagement, and home-wide operations. Over the past year, there were several new programs introduced and expanded services, including:

- **Technology & Innovation** – Continued use of ActivityPro for program planning and attendance tracking, expansion of virtual reality, interactive games, and the introduction of multisensory pillows.
- **Social & Cultural Engagement** – New programs such as Let's Schmooze Social Club, drama workshops, heritage storytelling, and intergenerational drumming.
- **Intergenerational Programs** – *GrandPals* art-based mentoring, Intergenerational Jamboree music therapy, and collaborations with 14 schools and daycares.

- **Spiritual & Emotional Support** – Enhanced spiritual care services, including Loving Farewell ceremonies and commemorative events.
- **Expanded Offerings** – New large-scale events like Solar Eclipse Viewing Party and Chanukah Extravaganza, plus additional weekend recreation staff.

Significant improvements in meal variety and flexibility have led to high resident satisfaction, placing Apotex among the top performers within the [Seniors Quality Leap Initiative](#). Key enhancements contributing to these improvements include:

- Expanded soup and summer menu options;
- Resident-requested dishes such as kebabs, knishes, and ethnic specialties;
- Improved recipe quality for popular meals; and
- Staff training on meal presentation to enhance dining experience.

In alignment with the *Fixing Long-Term Care Act*, the home implemented key improvements across clinical programs, infection control, facilities management, and innovation, ensuring high-quality care and a safe, comfortable environment for residents.

Key Program Enhancements

- **Falls Prevention & Management** – Updated policies, enhanced staff training, and physiotherapy-led education sessions.
- **Responsive Behaviors Management** – Staff education on person-centered care, standardized referral pathways, and improved integration of resident histories into care planning.
- **Continence Care & Bowel Management** – Focused training on best practices for UTI management, reducing unnecessary antibiotics, and enhancing perineal care.
- **Pain & End-of-Life Care** – Expanded assessments, pharmacy-led training for staff, and enhanced spiritual care through memorial services.
- **Skin & Wound Management** – Increased dietitian referrals for wound care, weekly interdisciplinary clinical rounds, and improved care planning for residents with pressure injuries.

Operational & Facility Improvements

- **Housekeeping & Laundry** – New processes to reduce lost clothing, advanced labeling services, and enhanced cleanliness efforts by Aramark, resulting in improved survey scores on cleanliness and resident satisfaction.
- **Infrastructure Upgrades** – Door replacements, kitchen renovations, new dining chairs, hair salon updates, and additional ice machines to improve resident comfort.

Through these initiatives, Apotex continues to enhance resident care, safety, and overall quality of life, reinforcing its leadership in long-term care excellence.

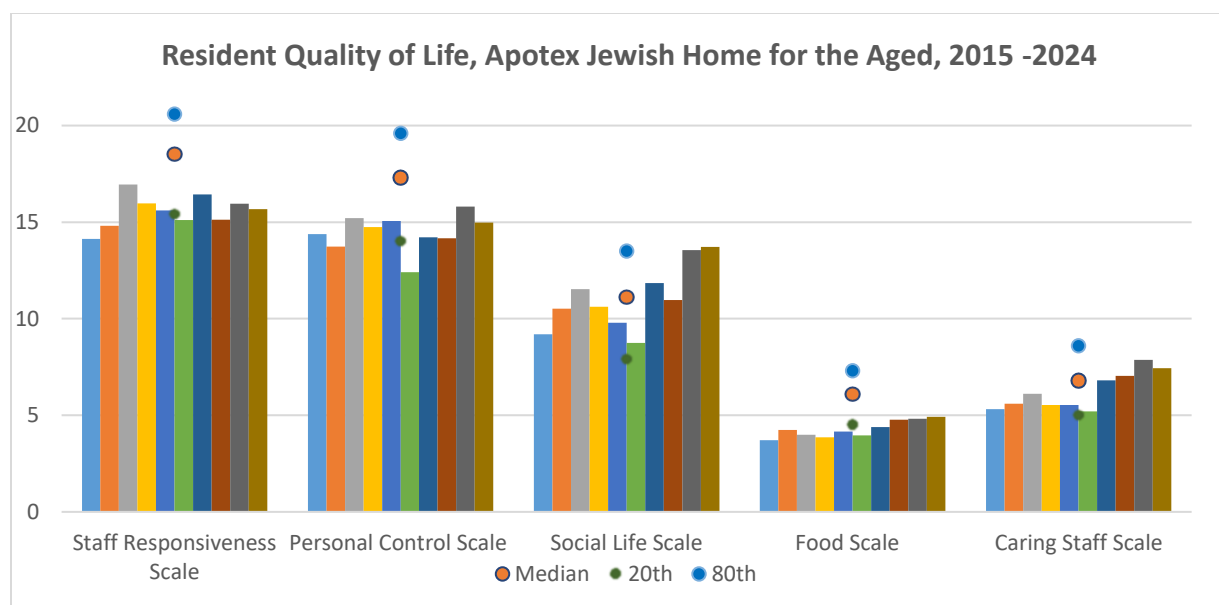
The Apotex, Jewish Home for the Aged, is a 472-bed faith-based long-term care facility at Baycrest that provides a range of residential and specialized programs to meet each resident's needs and preferences.

Originally founded in 1918 by the Jewish community of Toronto, Baycrest has an inspiring more than 100-year history of exceptional community services and ceaseless devotion to serving those in need.

Quality Improvement Priorities

Each year, Apotex identifies key priorities to enhance care and services throughout the home. These priorities are shaped by multiple factors, including resident and family feedback from surveys, compliments, complaints, and daily interactions, along with historical and current performance data, legislative requirements, accreditation standards, and geriatric best practices.

Resident and family surveys play a vital role in guiding the improvement efforts across the Apotex. Feedback is continuously gathered, with responses from 100–110 residents and over 100 families participating in the yearly survey. The resident and family surveys are designed to capture perspectives of life within long term care. The Apotex uses the interRAI self-report Quality of Life survey for residents and families, internationally recognized tools that helps to compare our performance over time and against peers. Within the resident survey specifically, there are five scales aggregating the various questions. A snapshot of the Apotex performance over the 10 years is below. In 2024, there were improvements noted in the social life and food scale. Across all scales, the Apotex is performing better than the 20th percentile and for social life in particular, is better than the 80th percentile.



The Apotex Quality Committee evaluates insights from surveys, performance data, legislative requirements and best practice to recommend priority areas for improvement. With ongoing input from staff, residents and families, a formal Quality Improvement Plan is developed for the upcoming year. In 2024/25, the focus was on enhancing residents' quality of life by fostering social connections, ensuring more opportunities for residents to engage with like-minded peers and build meaningful friendships. Feedback received over the past year resulted in several notable enhancements, including:

- **Expanded Activity Offerings:** Introduced more programs and events celebrating Jewish heritage, such as the first-ever Challah Bake for residents and staff, Israeli Market shopping, Chanukah carts, and new outings to locations like the Holocaust Museum Toronto
- **Menu Updates:** Resident Advisory Council input guided furniture replacements, equipment upgrades, and menu improvements. The Food Committee advocated for new menu items and recipe adaptations, resulting in an 8% increase in residents reporting satisfaction with meal variety. Efforts like the Breakfast Club, a resident favorite, are being scaled across the home.
- **Strategic and Safety Contributions:** Residents contributed to the 2024–2029 strategic plan, diversity programs, privacy policy updates, café payment changes, and safety enhancements such as improved traffic signage.

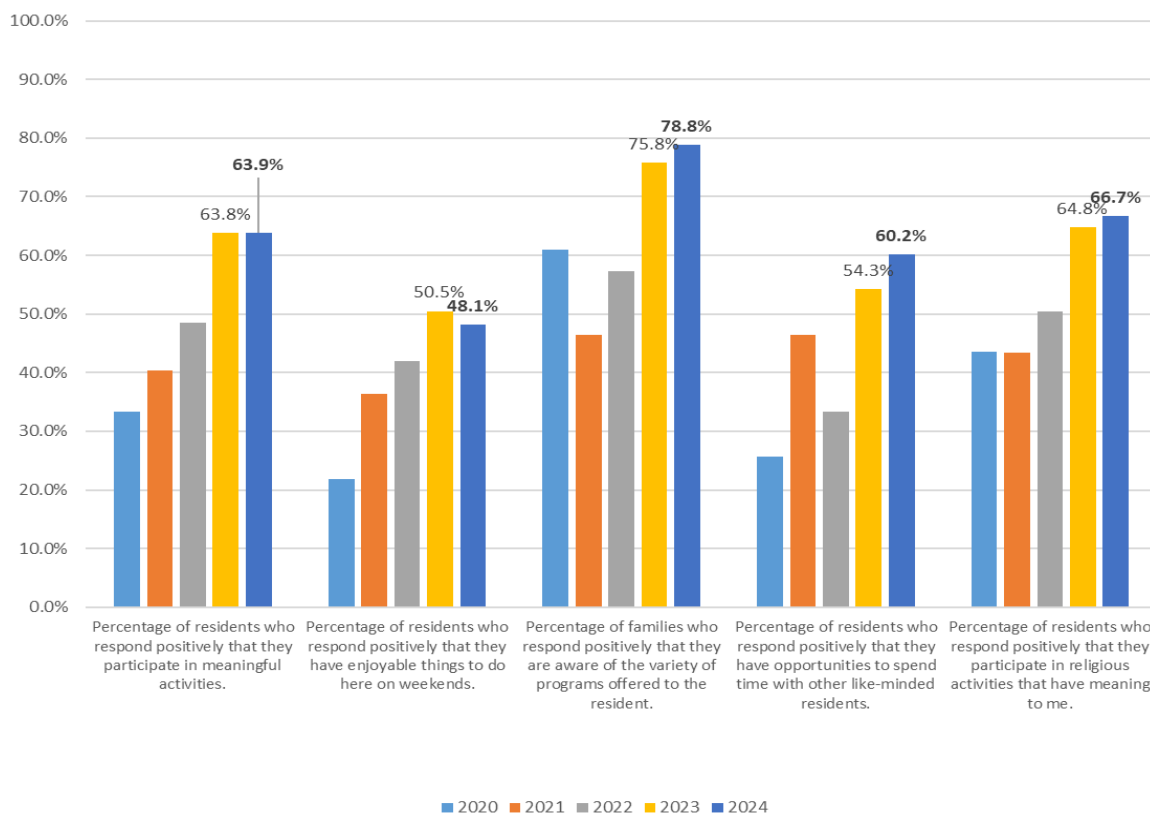
Thanks to these and other strategic initiatives, Apotex achieved remarkable gains in resident quality of life, as measured by the interRAI Quality of Life Survey. Notably, in 2024, 46% of the resident quality of life survey items across the various quality of life scales ¹ showed improvement compared to the previous year.

¹ interRAI Resident Quality of Life Survey

We attribute this success to a commitment to actively listening to feedback from residents, caregivers, staff and volunteers. In addition, not only did the Apotex meet its target for the percentage of residents who feel they have opportunities to connect with like-minded peers, but it also shattered a decade-long record—surpassing the international benchmark for social life for the first time in over ten years. Even more impressively, Apotex emerged as a top performer in this area, with resident feedback highlighting our success. In particular, we excelled in responses to the key question: “I participated in meaningful activities in the past week.” These results cement Apotex’s reputation as a leader in delivering an exceptional living experience for our residents

Spiritual and cultural programming also evolved through resident and family input. Since 2022, positive responses regarding participation in meaningful religious activities have increased by over 15%, reaching 67% in 2024. Key improvements include hiring a Director of Heritage and Spiritual Care and a Jewish Cultural and Spiritual Care Coordinator. Enhanced programming features include:

- Increased frequency of shofar blowing during the Jewish High Holidays.
- Opportunities for residents to participate in prayers, such as being called to the Torah (Aliyah).
- Moving community Shabbat services closer to sundown on Fridays.
- Decorating the home during Chanukah and offering daily programs, including nightly communal candle lighting.



These initiatives reflect the Apotex's commitment to continuously improving the quality of life for residents and fostering a supportive, inclusive community.

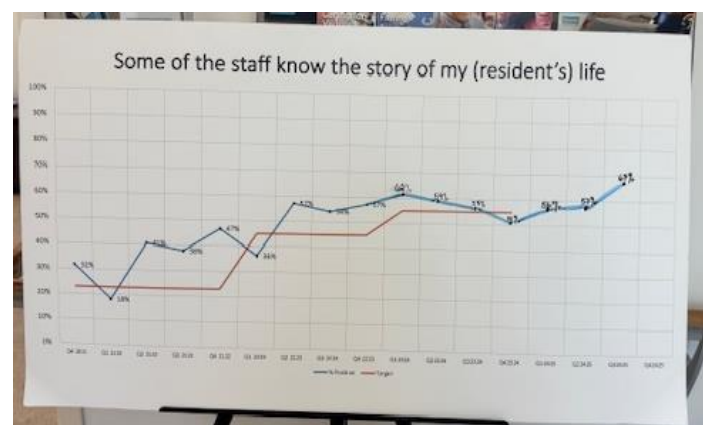
The Apotex recognizes that continuous improvement is key to delivering exceptional care. With this commitment in mind, the following priorities have been identified for on the Apotex Quality Improvement Plan for the upcoming year:

- **Ensuring Appropriate Antipsychotic Prescribing:** Focused on ensuring antipsychotic medications are prescribed only for clinically appropriate indications, at optimal dosages, and for the shortest duration necessary while prioritizing non-pharmacological interventions such as aromatherapy and music therapy to manage psychological and/or behavioral symptoms of dementia.
- **Reducing Unplanned Emergency Department Visits:** Expanding advanced care planning tools, increasing use of IV antimicrobial therapy, and using falls analysis tools to mitigate unnecessary hospital transfers.
- **Enhancing Resident Self-Expression:** Strengthening policies and practices to ensure residents feel safe expressing their opinions without fear of reprisal, in alignment with Ontario's Fixing Long-Term Care Act.
- **Improving Pressure Injury Prevention and Management:** Implementing tailored prevention strategies, standardized documentation, and best practices to reduce pressure injuries among high-risk residents

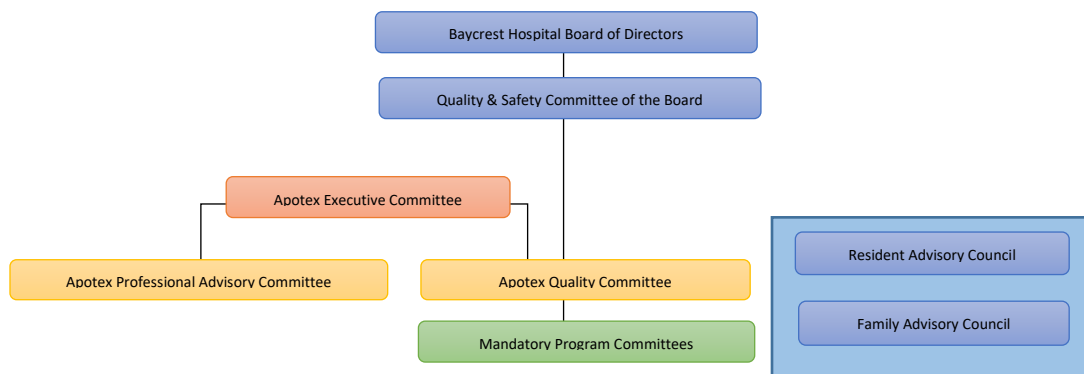
Monitoring and Measuring Progress

Apotex tracks progress on quality improvement targets and initiatives through a performance scorecard and quarterly reports, which are reviewed at Apotex Quality Committee and Board Quality Committee meetings. A summary of the 2024-25 Quality Improvement Plan goals and outcomes is included in Appendix A. As a member of the international the [Seniors Quality Leap Initiative \(SQLI\)](#), Apotex benchmarks resident and family quality of life survey results and interRAI Quality Indicators against global standards. This comparison provides valuable insights, highlighting strengths and opportunities for improvement, allowing us to refine programs and services to better meet resident and family needs.

Improvement teams within Apotex meet regularly to implement planned changes. A year-end progress report is posted on the Baycrest website and informs next year's improvement focus. Summaries are also shared on units, in staff lounges, and with councils. Clinical program teams meet monthly or quarterly to monitor key performance indicators, with formal reports shared quarterly with the Quality Improvement Committee. Managers are encouraged to share these results with staff and there is a performance board on every floor which highlights one indicator of focus. Resident and family quality of life survey results remain a critical tool for measuring progress and guiding improvements.



The Apotex Quality Improvement Program adopts a continuous quality improvement approach to improve the care and service provided to the residents who live here. Using LEAN and other quality tools such as plan-do-study-act, impact/effort matrices, root cause analysis, there are opportunities to engage point of care staff who are the experts on improving care processes and services. The Apotex also has a number of committees that are accountable for quality oversight, foresight and planning. With each stakeholder group, there has been extensive consultation and discussion about the Apotex's quality improvement priorities.



Improvements across the Apotex

A summary of the actions taken to improve quality across the home is provided below. Residents and families and the associated councils are informed about these initiatives and changes in a variety of ways including at council meetings, postings/flyers across the home, newsletters and email updates, as necessary. Annual evaluations are presented at the Quality and/or Professional Advisory Committees and these reports include the names of all persons who participated in the evaluations.

Recreation and Social Services

Over the past year, the recreation and social work teams introduced ongoing enhancements to their programs and services. The following is a summary of these improvements, which were highlighted at Family and Resident councils at their February meeting:

- Continued use of recreation software, ActivityPro across the home to develop programs, calendars and capture attendance and resident engagement.
- Continued use of scent therapy for individualized therapeutic intervention
- Added new social groups throughout the home such as Let's Schmooze Social Club, Smile Theatre Drama Programming, Culture and diversity artist workshops, and gardening with Shores, a local Jewish nature-based education program.
- New cultural, religious and spiritual programs based on resident preferences with new programming including Jewish storytelling and spiritual connections
- Introduced new programs like Solar Eclipse Viewing Party, Summer Olympics, Shop at the Shuk, Challah Bake, B'nai Mitzvah Celebration, and Chanukah Extravaganza

- Introduced the Inmu multisensory pillow that translates touch and movement into music, soft vibrations and tactile stimulation
- Expansion of virtual reality and immersive, interactive games through Obie and Tovertafel projectors, designed to encourage social interaction and physical movement among residents
- Expansion of community drumming, on-floor and centrally with an intergenerational focus
- Continued a social support group called Life and Legacy led by the social work team and social work students
- Offered 24 different community outings from May to November
- Continued delivery of on-site optometry services
- Introduced GrandPals programming – Funded by the Government of Canada’s New Horizons for Seniors community-based projects, *Fostering Intergenerational Relationships with Art-Based Experiences* was a planned project from March 2024 – March 2025. This project provided residents and students with experiential opportunities for social and emotional learning in affiliation with the National Program, a creative curriculum-integrated, intergenerational program focused on shared learning, storytelling, and mentorship. 3 schools participated over the year resulting in over 42 sessions for residents and students.
- Introduced an innovative Music Therapy program – Intergenerational Jamboree; a music therapy program in which young children, typically between the age of 0-4, and their accompanying adults (e.g. parent, grandparent, guardian) participate in weekly music therapy sessions along with residents living in long term care. From January – July 2024, 22 residents participated, 152 times over the course of 27 sessions.
- Expanded intergenerational programs with local schools and daycares from March 2024 to February 2025. A total of 14 schools, daycares/preschools and youth organizations joined Baycrest residents for a range of recreational/culture/arts programming to support community and social connections.
- Added 1.8 FTE therapeutic recreation staff for weekend program engagement
- Enhanced social service and spiritual care supports including services such as the *Loving Farewell ceremony* to pay tribute to residents who have passed away, Yom Hashoah (Holocaust remembrance) service and service to mark the one year anniversary of October 7th

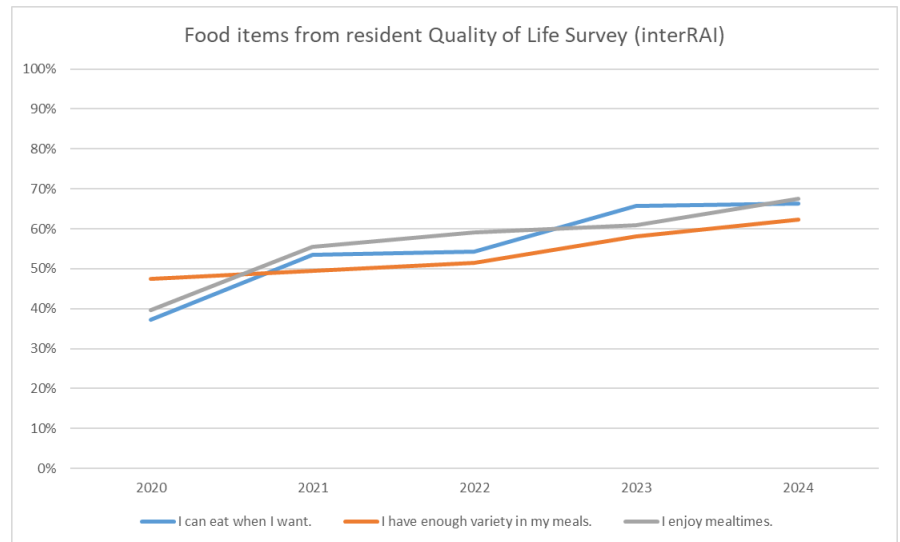
Food Services

The food services department has made significant improvements, as reflected in the results of the resident and family quality of life survey. More residents now report having enough variety in their meals, the flexibility to eat when they choose, and greater enjoyment of mealtimes. In 2024, Apotex ranked among the top-performing homes in the Seniors Quality Leap Initiative for the survey item: “I get my favorite foods here.” Ongoing enhancements to the menu are guided by feedback from resident and family councils, as well as the resident food committee. Key improvements in 2024 include:

- **Expanded soup variety** with a three-week rotation.
- **Enhanced summer menu** with a wider selection of salads.

- **New resident-requested items** such as lamb and beef kebabs, meat deli rolls, beef potato knishes, and a cottage cheese plate.
- **Incorporation of ethnic dishes** like Chicken Shawarma with tahini sauce, General Tso Chicken with lo mein noodles, and Korean Ground Beef.
- **Recipe quality improvements** for dishes including creamy pesto pasta, turkey loaf, select soups, and supplements.
- **Staff training on food plating techniques** to enhance meal presentation.

The positive impact of these enhancements is evident in the latest resident survey results:



Clinical Programs

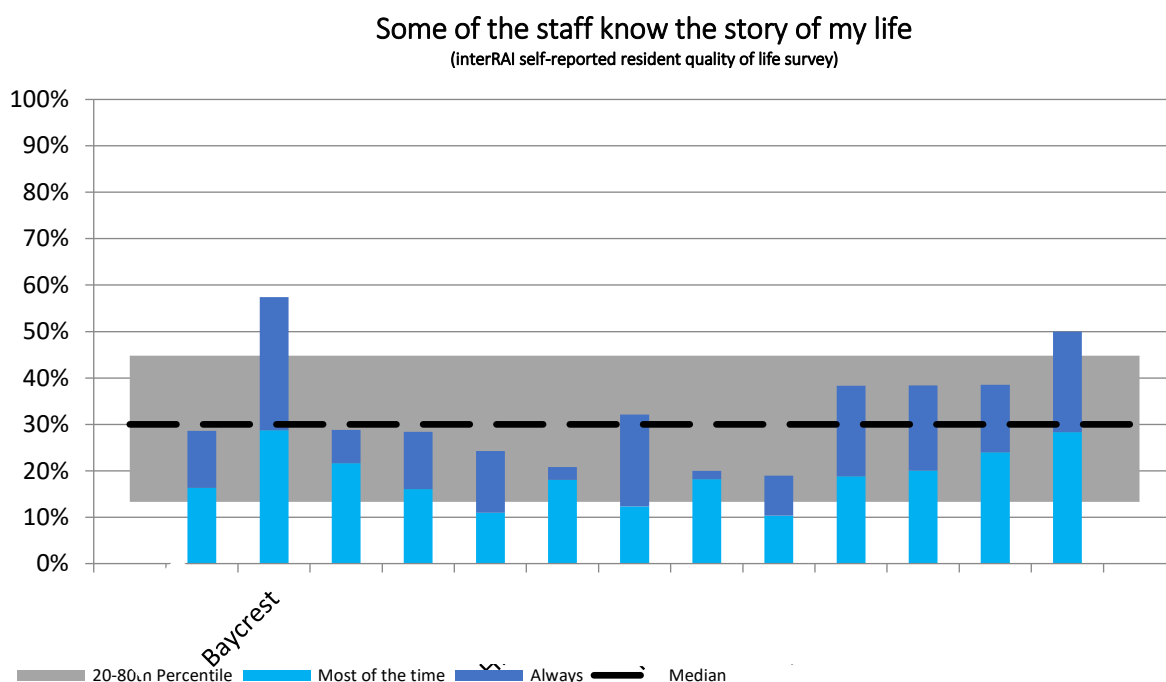
As per the requirements of the *Fixing Long Term Care Act*, all licensees must ensure that interdisciplinary programs are developed and implemented in the home. Below is a summary of improvements made over the past year for each of the required programs:

Falls Prevention and Management Program

In 2024, a comprehensive review confirmed that the Apotex meets all key guidelines for fall prevention and injury reduction. As part of our commitment to resident safety and streamlining processes, we updated the Falls Prevention Minimal Lift and Handling policies including introducing visual aids to support PSWs with resident lifts. During World Falls Month, the Physiotherapy team led eight educational sessions for registered staff, focusing on improving post-fall assessment and documentation to enhance resident outcomes. Additionally, the Apotex uses a software system that plays a crucial role in falls management by providing valuable insights through detailed analysis of various factors such as floor, month, severity, shift, and location. By consolidating and visualizing data from multiple sources, this enables our staff to identify patterns and trends related to falls, helping them make informed decisions to improve resident safety and minimize risk.

Responsive Behaviors Management Program

In 2024, the Responsive Behaviors Management Program focused on ongoing capacity building to support staff to manage responsive behaviors. Guided by a learning needs assessment, the Advanced Practice Lead tailored education to staff needs, focusing on person-centered care, self-protection, and standardized referral processes. Education also included practical strategies for staff to blend the “About Me” form into care interactions. This is likely one of several reasons why the Apotex is now a top performer on the resident survey question that asks residents whether staff know the story of their life (performance illustrated below). A significant component of the education program included standardizing the responsive behavior referral process, developing clear assessment pathways such as care observations, facilitating Behavior Supports Ontario (BSO) referrals and applying the PIECES framework. These efforts strengthened staff education, aligned practices with best standards, and improved responses to complex care needs.



Continence Care and Bowel Management Program

In 2024, Apotex focused on improving the management of urinary tract infections by educating staff on best practices from Choosing Wisely Canada. Training highlighted the risks of unnecessary antibiotics in older adults and emphasized using the Modified Loeb Criteria before prescribing. Partnering with TENA, in-depth training on proper perineal care was provided to reduce skin breakdown and enhance resident comfort, dignity, and overall continence care. To further support individualized care, Apotex continues to assess each resident upon admission by implementing a 3-day bladder and bowel diary. This diary tracks fluid intake, urination and bowel movement patterns, and any incontinence episodes, allowing for the development of a personalized plan of care that promotes resident comfort, safety, and dignity.

Pain and End of Life Management Program

In 2024, Apotex introduced Comfort Care Carts across all floors, a compassionate initiative designed to offer both practical and emotional support to families of residents at the end of life. These carts are thoughtfully equipped with essential resources to alleviate the emotional and physical burdens of grief and loss, enabling family members and visitors to remain by their loved ones' bedside without the need to seek basic necessities elsewhere during such a profound time. Concurrently, the RN Shift/Transfer of Accountability Report tool was enhanced to ensure that residents requiring end-of-life care are consistently assessed for the effectiveness of pain management, comfort measures, symptom control, and communication of support to families. Additionally, in collaboration with Sunnybrook Hospital's Nurse-Led Outreach Team (NLOT), Apotex provided specialized education for staff, focusing on best practices in palliative and end-of-life care, with particular emphasis on pain and symptom management to ensure the highest standard of compassionate care for residents in their final stages of life.

Skin and Wound Management Program

In 2024, the Skin and Wound Program strategically focused on the identification of all residents with a PURS (Pressure Ulcer Risk Scale) score of 3 or greater. This proactive approach enabled the development of tailored care plans and the implementation of preventative interventions, including routine repositioning, optimized skin care, and appropriate nutritional support aimed at preserving and enhancing residents' skin integrity. Furthermore, a comprehensive research initiative was spearheaded by Apotex's internal wound care physician specialist, examining the prevalence, staging, etiology, and anatomical distribution of pressure injuries to improve resident care. The program also prioritized the enrichment of staff expertise, providing targeted educational in-services on pressure injury prevention, early detection strategies, the proper use and settings of air mattresses, as well as the inflation and maintenance of ROHO cushions.

Other Clinical Improvements

In March 2024 Project AMPLIFI was introduced to the Apotex. The bi-directional exchange of resident health information enhances the visibility of a resident's clinical condition upon admission to a healthcare facility and upon transfer back to the home. Clinical staff at the receiving hospital can access an up-to-date electronic summary of the resident's status at the time of arrival. This not only ensures optimal accuracy of a resident's information at the time of transfer but also promotes more efficiency by reducing the amount of time required for Apotex staff to document. Upon return to the Apotex, staff can also view information, such as treatments, that is updated by the hospital team. Residents can expect improved quality of care and a diminished need to repeatedly share their medical history across different care settings.

Housekeeping, Laundry, Accommodations and Facilities

Ensuring that residents receive their clothing and linens promptly is a critical priority for the home. To address recurring issues with missing clothing, the laundry department has implemented a designated bin system within the laundry room to streamline the return process. To ensure a smooth

process, residents, family members and/or caregivers are reminded to check the designated bins to claim missing clothing and blankets or submit clean clothing for labelling upon admission to prevent misplacement. In addition, the laundry department now offers an advance labelling service, allowing new residents to have their clothes labeled up to one week before admission.

Aramark is the Apotex's contracted service provider for housekeeping services and over the last year, contributed to a number of home-wide improvements to maintain and enhance the cleanliness of the home. Based on the results from quality of life surveys, 92% of families responded that this home has a clean and pleasant environment and 78% of residents responded that their room and bathroom is kept clean and tidy to their liking, an improvement compared to last year.

Aramark continued to support the Apotex through:

- Conducting enhanced disinfection cleaning twice daily across neighborhoods during outbreaks
- Assisting staff in sealing and collecting residents' clothing in double-layered bags for hospital laundry sanitization to prevent contamination and reduce slip/trip hazards in unit corridors.
- Offering additional support following pest control fogging and spraying treatments
- Assisting with moving furniture including resident discharge-related moved and relocating heavy floor items.
- Enhanced cleaning procedures for Apotex dining rooms

There were also a number of home-wide improvements over the past year. For example:

- Replacing Apotex 7 and 8 entrance doors for easier access
- Updating kitchen serveries
- Replaced 100 dining room chairs
- Updating the hair salon
- Purchased new ice machines on two of the floors

Infection Control

The Apotex infection control team remains dedicated to enhancing the health, safety, and well-being of residents and staff. We recognize the importance of ensuring that infection control guidelines and best practices effectively address the evolving challenges posed by infectious diseases in the community. During the 2024 respiratory season, the COVID-19 KP.2 vaccine was introduced to prioritize the safety of Apotex residents. Efforts have continued throughout the year to keep residents and families informed and up-to-date on the importance of vaccines, including those for flu, RSV, and pneumococcal disease.

Additionally, the Apotex is privileged to participate in the PROMPT-LTC study, in partnership with Ontario Health Teams from Michael Garron Hospital, Sunnybrook, and Humber River Health. This study involves the use of a point-of-care instrument (Cepheid GeneXpert), which enables testing to be completed in under an hour, facilitating earlier treatment and the prompt initiation and

mitigation of outbreaks. Trained staff have had the opportunity to use the instrument for respiratory testing throughout the 2024-2025 respiratory season.

The ongoing improvements to the Apotex's infection control program reflect the unwavering commitment to safeguarding the health and well-being of the community, ensuring a safer environment for all.

Innovation

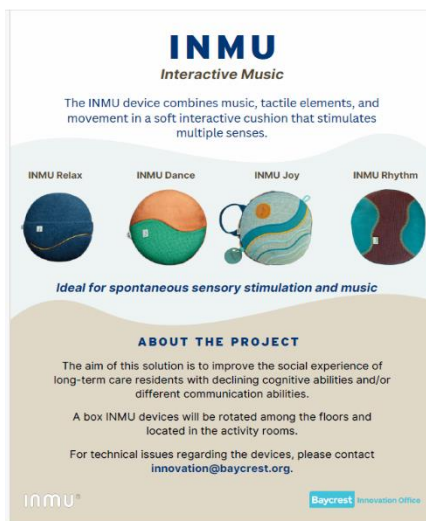
Over the past year, thanks to external grants and donor support, the Apotex introduced several innovative initiatives to enhance residents' quality of life, with a particular focus on creating more spontaneous enrichment opportunities. Firstly, thanks to a generous grant from the Home Society, sensory wall manipulatives were installed in two neighborhoods, further enriching the living environment for residents.



In addition, the Apotex participated in the Centre for Aging and Brain Health Innovation's (CABHI) Discover + Adopt program to address the limited availability of spontaneous and accessible leisure activities for long-term care residents, many of whom have cognitive impairments. This involved introducing INMU multisensory devices to foster meaningful, impromptu engagement and improve residents' overall well-being. While the trial's outcomes did not fully meet expectations, the INMU devices have since been integrated into the home's recreation program.



Resident enjoying and interactions with an INMU sensory pillow



INMU posters introduced throughout the Apotex during implementation



Post implementation, the INMU sensory pillows, instructions, and necessary infection control supplies are now available through the recreation department.

Additionally, Apotex piloted a unique TV streaming box and internally curated content to launch *Baycrest TV*, an internally developed, donor funded program designed to provide staff, visitors, and residents with engaging, senior-friendly programming across all 18 neighborhoods. With both

projects, the home learned a great deal about the innovation project cycle and although there were several implementation challenges, invaluable lessons were learned for future projects.

Over the last year, the Apotex unveiled **Voyce Global**, a cutting-edge bedside on-demand interpreter service designed to enhance communication and facilitate language-concordant care for residents. This 24/7 interpretation service offers immediate access to over 240 languages, significantly improving the ability to engage with individuals from diverse linguistic backgrounds. Accessible via multiple platforms—telephone, web browser, or the Voyce mobile application on devices such as Baycrest iPads—this service is seamlessly integrated into the daily operations of the home, enabling staff to swiftly and efficiently communicate with residents and families. The introduction of Voyce underscores the Apotex's commitment to advancing inclusive, resident-centered care by leveraging technology to support diverse populations and uphold the dignity and autonomy of all individuals, regardless of their language proficiency. This initiative marks a significant step forward in fostering an environment of accessibility, understanding, and collaboration in our home.

Other innovation advancements includes the introduction of an **Automated Dispensing Unit (ADU)** which now stores all emergency medications in one centralized and accessible location. The ADU phased out the emergency drug boxes that were located on the North neighborhood of the home. The ADU was introduced in the Apotex to enhance medication safety by streamlining dispensing processes, reducing medication errors, and improving overall efficiency. By automating medication storage and retrieval, the ADU ensures accurate dosing, minimizes the risk of human error, and enhances security through controlled access. Additionally, it supports nursing staff by reducing administrative burdens, allowing them to focus more on direct resident care. This implementation represents a significant step forward in improving medication management and resident safety in the Apotex.

Furthermore, the Apotex is participating in an exciting Qualitative Research initiative with Michael Garron Hospital and Sunnybrook Health Sciences, which aims to improve respiratory outbreak mitigation through point-of-care testing in long-term care and determine if testing in the home can reduce the number and size of respiratory virus outbreaks.

Appendix A:

Progress in meeting 2024/25 Quality Improvement Plan Goals

Measure/Indicator	Source/Reporting Period	2023-24 Performance	2024-25 Target	2024-25 Performance
# of unplanned visits to the emergency department per 100 residents	Local data collection Jan 1 – Dec 31 2024	14.3%	14%	12.9%
Percentage of residents without a psychosis who were given antipsychotic medication	interRAI Minimum Data Set Q2-Q3 2024/25	19.2%	19%	13.8%
I have opportunities to spend time with other like-minded residents	interRAI Resident Quality of Life Survey Jan 1 – Dec 31 2024	54.3%	60%	60%
% of all Baycrest hospital and long term care staff who have completed relevant EDI and antiracism education	Local data collection Jan 1 – Dec 31 2024	Collecting baseline	50%	46.4%