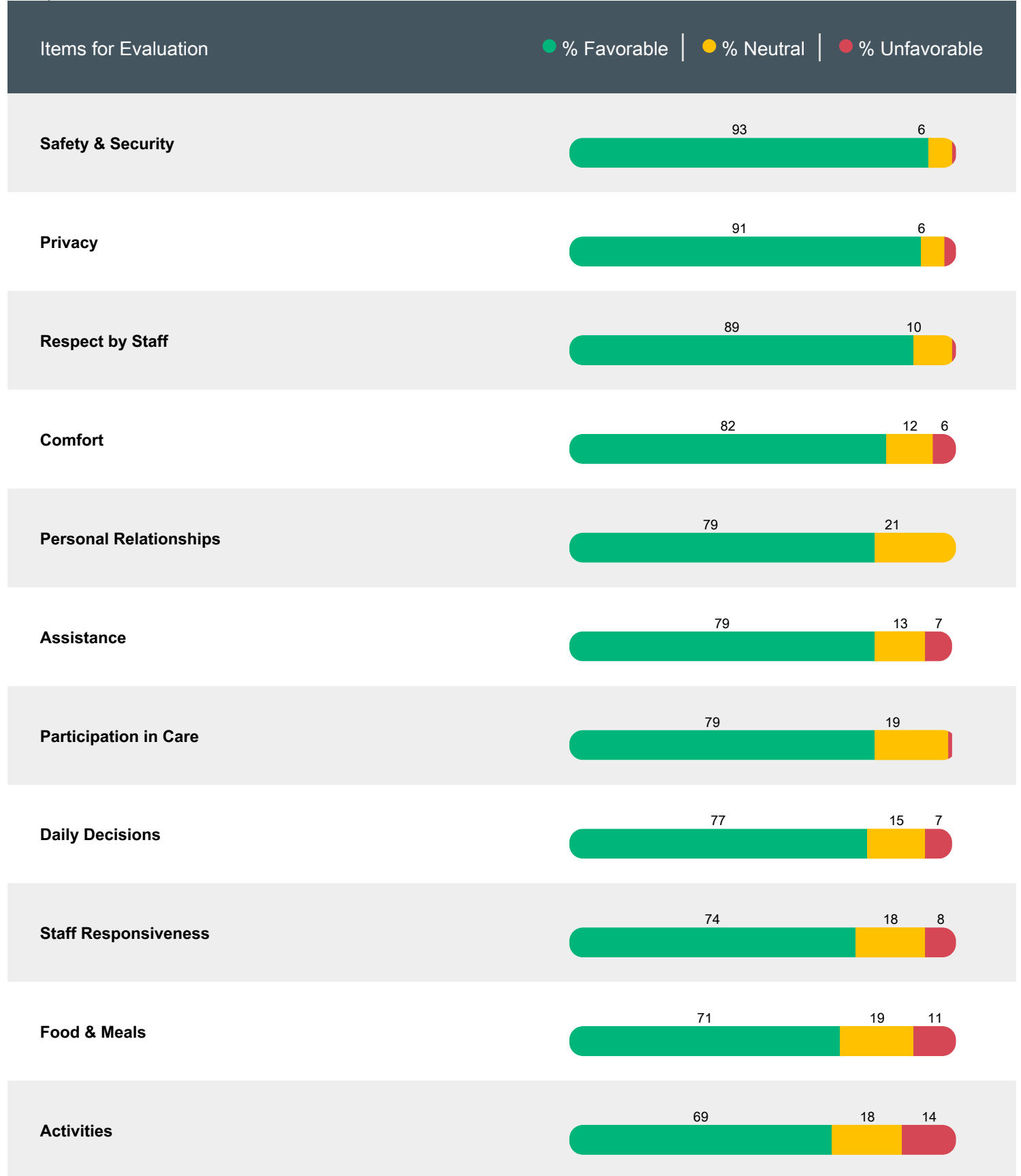


## Favorability Report by Category

N-size: (70)

Comparison: No

Sort by : Favorable



**Recommend to Others (NPS)**



**Personal Funds**



**Overall Average**



**My Action Plans**

**N-size: (70)**

| Date Created | Selected Issue   | Filter Description | SMART Goal  | Action Steps  | Notes  | 1st. Review Date | 2nd. Review Date | 3rd. Review Date |
|--------------|--|--------------------|---|---|--|------------------|------------------|------------------|
| 01/05/2024   | I can access my trust account whenever necessary.            | N/A                | To ensure residents that have Trust accounts are able to access the account freely during the week Monday to Friday normal business hours. Minimal residents have a trust account. The residents that have stayed neutral most likely do not have a trust account at Sprucedale. Will ensure 100% of residents have access to their accounts at the specific times during the office hours. | 1. On admission and annually with the care conference if the resident has a trust account this will be reviewed to identify any concerns. 2. Will review at the Resident Council meeting if better times would work for residents that have trust accounts. | The majority of residents do not have a trust account. The questions should be first: DO YOU HAVE A TRUST ACCOUNT AT SPRUCEDALE- If they answer yes- then it should continue to whether they can access the trust at Monday to Friday when the accounts dept is open.              | 03/31/2024       | 06/01/2024       | 09/29/2024       |
| 01/05/2024   | I have enjoyable things to do in the evenings & on weekends. | N/A                | To ensure residents have enjoyable things to do in the evenings and weekends. to increase favorability to this question next year to 80%.   | 1. Will review with resident council at the next meeting with this questions. To see if any suggestions to make it different 2. review on admission and annual care conference  | Will also be educating Nursing staff about removing residents during programs, as this has been noted frequently during programs and the resident is missing out. Providing more self directed activities for staff to utilize may be an option when no rec staff in the building. | 03/31/2024       | 06/01/2024       | 09/29/2024       |

Through the QIPS other Change Ideas were added to this action plan to assist with residents

**CHANGE IDEAS**

#1) 100% staff will have Person Centre Care Training in 2024/Provide education for all employees through surge learning modules on Person centered Care.

#2) 100% staff to receive Education on decision making skills and rights of resident for choice, And active listening Strategies for staff provided by the Executive Director t

3) Nutrition in Disguise- Taste testing event and Food Show an Opportunity to be empowered by choices, in a fun and flavorful social environment. Residents and families and staff will get the opportunity to stimulate their palates and give feedback on future and present choices.