

# Experience in Long-Term Care: Analysis of the 2025/26 QIP Submissions



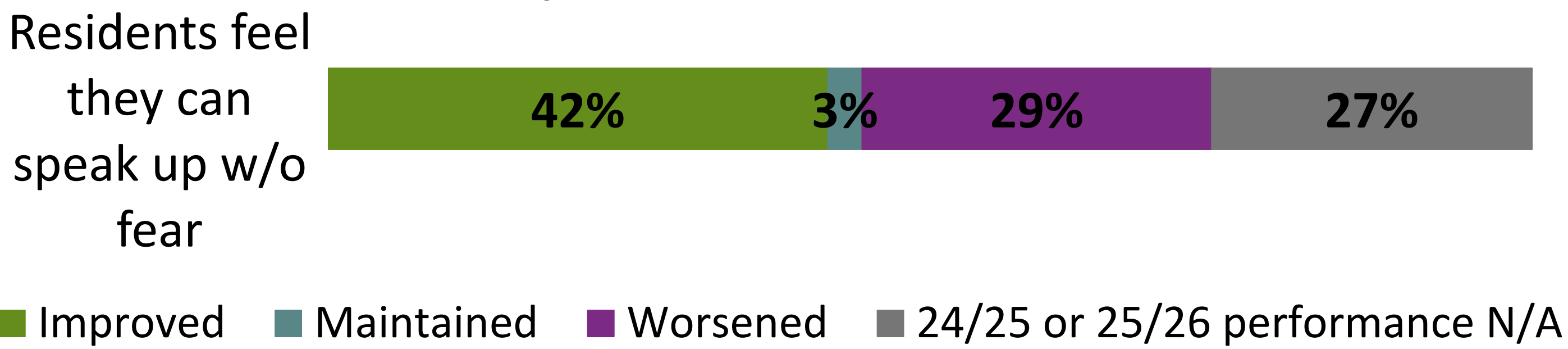
Findings from the Quality Improvement Plan (QIP) Progress Report, Narrative, and Workplan

## Progress Report



**248 LTC homes reported on the “Do residents feel they can speak up without fear of consequences?” indicator.**  
82% of planned change ideas (386/469) were implemented.

Percentage of homes that improved, maintained, or worsened performance between 2024/25 and 2025/26



### Key success factors:

- Regular council meetings
- Education on residents’ rights
- Leadership visibility

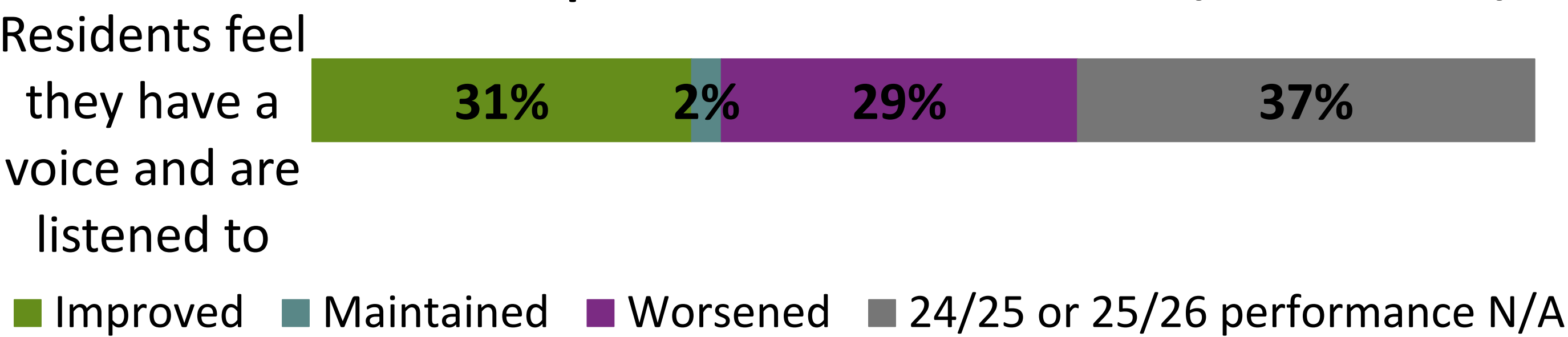
### Key challenges:

- Inconsistent council engagement and follow-up
- Low survey response rates
- Continued reluctance to speak up



**206 LTC homes reported on the “Do residents feel they have a voice and are listened to by staff?” indicator.**  
85% of planned change ideas (347 of 407) were implemented.

Percentage of homes that improved, maintained, or worsened performance between 2024/25 and 2025/26



### Key success factors:

- Staff education and training on communication
- Resident council meetings informed improvement actions
- Targeted staff-resident and staff-family communication initiatives

### Key challenges:

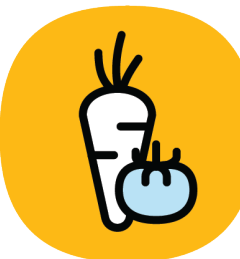
- Variability in staff communication skills across shifts
- Inconsistent feedback loops and follow-up
- Engagement methods to increase feedback received

## Narrative

### Key themes:

- Ongoing use of resident satisfaction surveys, experience questionnaires, and feedback tools
- Regular resident and family council meetings and discussions about care experience and quality improvements
- Integration of resident and family feedback into improvement plans, program updates, and care changes
- Closing the feedback loop by reporting back to residents and families on changes and outcomes
- Expanding engagement activities and forums to supplement feedback collection

### Examples of resident experience initiatives



“We aim to **make many of our activities feel home-style**. From planting a seasonal vegetable garden to hosting baking programs, we tailor activities to residents’ abilities and interests, encouraging meaningful participation and engagement.”



“We will continue our **Meaningful Moments Wish Program**, which provides residents with a forum to share personal wishes or requests, big or small, that enhance their quality of life. This initiative supports our commitment to person-centred care and promotes well-being in our community.”

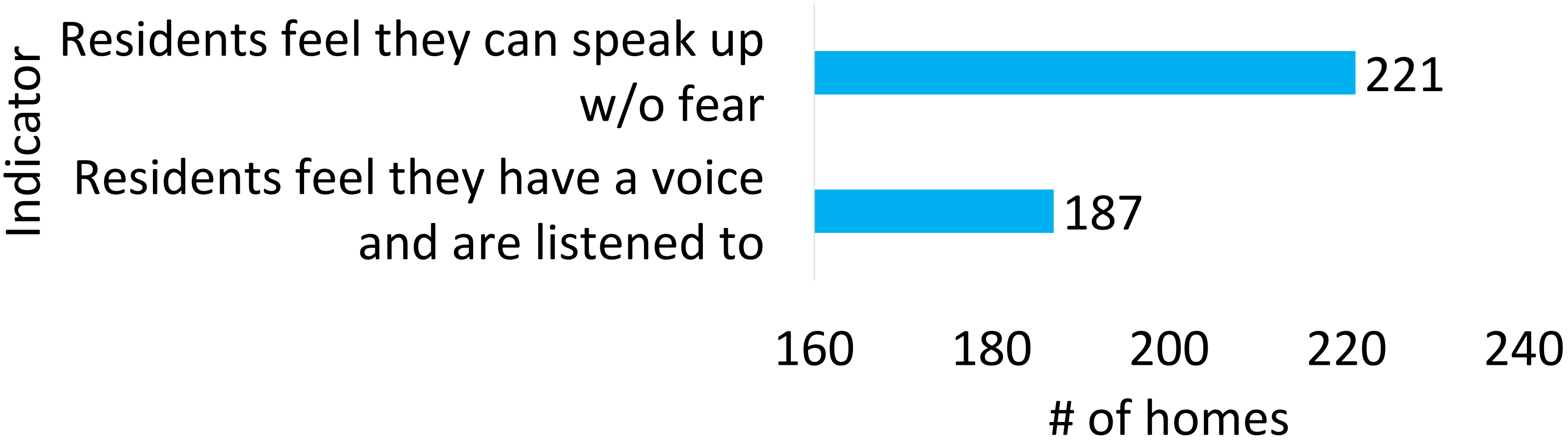


“We **host a Conversation Café** each fall, inviting residents, family members, and team members to reflect on an aspect of the care experience. Feedback gathered during these discussions is summarized and used to inform planning and improvement priorities for the year ahead.”

## Workplan

**91% of LTC homes (551/605) included at least 1 matrix or custom Experience indicator, the most across all 4 priority areas.**

### Matrix indicator uptake



### Custom indicator inclusion



### Most common resident experience change idea themes



Educating staff, residents, and families about the right of residents to speak up and provide feedback without fear of reprisal



Improving the communication of survey results and feedback implemented to residents and families



Addressing residents’ interests through food, meal, activity, and program improvements and religious accommodations



Designing care plans in collaboration with residents and families



Educating staff on key person- and family-centred skills, competencies, and attitudes