

# Provider and Resident Experience in Long-Term Care: 2024/25 QIP Key Themes

In 2024/25, 612 long-term care (LTC) homes submitted Quality Improvement Plans (QIPs), including 578 individual homes and 34 from multisite or multisector organizations. This summary shares insights from the Experience sections in these QIPs.

## Progress Report

### Common successes or enablers:

- Resident engagement in program design
- Improved collection of surveys and feedback
- Trained staff on care standards and interacting with residents

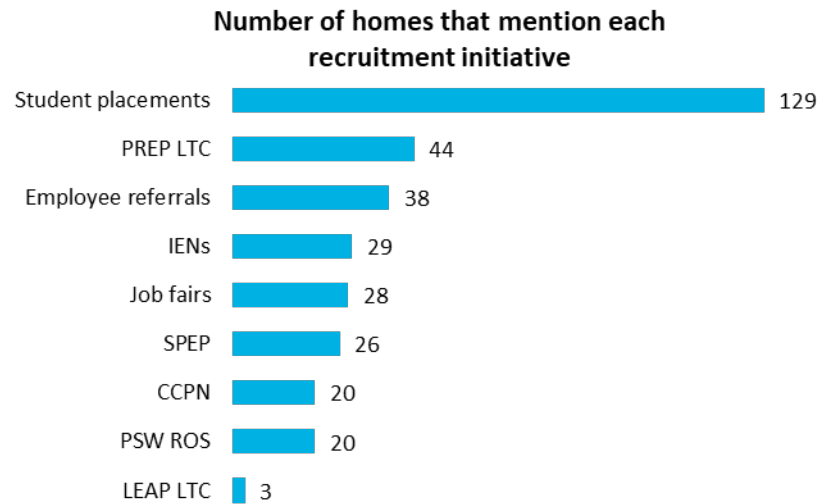
### Common challenges or barriers:

- Low participation in resident councils and care conferences
- Staff turnover and difficulties in maintaining consistent staffing
- Language barriers and communication differences

To review the data and learn more about the QIPs submitted, visit [Query QIPs](#).

## Narrative

In the Provider Experience section, homes describe efforts to enhance staff experience and manage current health workforce challenges.



## Narrative Bright Spot

“The Worklife Pulse Committee identifies opportunities to enhance work–life balance for employees. Staff appreciation meals and events such as bowling and skating parties were just but a few of the many social events that were organized for employees and their families. Staffing polls and surveys were forwarded to staff for their input on suggestions that will enhance work–life balance and wellness in the workplace. The Hub is a unique space based on a micro market concept and is a place for staff to refuel and recharge when at work.”

—*St. Joseph’s Continuing Care Centre, East Region*

## Workplan

551 homes included at least 1 matrix or custom indicator in the Experience theme. This was the most across all priority areas. The most common indicators were:

- Residents feel they can speak up without fear of consequences (274)
- Residents feel they have a voice and are listened to (220)
- Residents’ likelihood to recommend the home to others (221)
- Residents’ satisfaction with their dining experience or meals (123)
- Residents’ satisfaction with recreational, religious, or spiritual programs and activities (117)

## Common Planned Improvement Initiatives



Engage in **Residents’ Council** to share information, gather feedback, and create action plans



Enhance residents’ daily joy through **better dining, activities, programs, and spiritual accommodations**



**Inform residents** about policies, rights, and formal procedures



**Educate staff** on policies, resident-centred care, and respectful communication



Establish **more communication channels** like open-door policy, newsletters, townhalls, and email