## Menno Place 3 Year Strategic Framework: January 2018 – December 2020

| Lens       | Seeing the Issues of Aging through a Christian Perspective which includes respecting the sanctity of life  |   |   |   |   |
|------------|--|---|---|---|---|
| Vision     | Providing quality care and quality of life in a compassionate Christian environment  |   |   |   |   |
| Mission    | To reflect God's love by providing facilities and services that express our commitment to excellent care and enable residents* to live with hope and dignity |   |   |   |   |
| Values     | Stewardship  | ccellence Respect   | Values-Driven   | Innovation  | passion Encouragement   |
| Drivers    | Leadership   | People  | Service Quality   | Safety  | Sustainability  |
| Goals      | Provide excellence in care and services  | 2. Provide support for residents to live with hope and dignity  | 3. Promote ongoing development of the campus of care  | 4. Promote and foster a quality workplace   | 5. Ensure operational viability   |
| Objectives | Quality Improvement Program  • % of residents using 9+ different medications  • % of residents with stage 2-4 pressure ulcers  • % of residents whose        | Ruality Improvement Program % of residents using 9+ different medications % of residents with stage 2-4 pressure ulcers % of residents whose behavioural symptoms worsened Unscheduled ED transfers per 100 residents % of residents with new fractures  Experience Quality Improvement Program  • RC quality of move-in experience (8 week/6month/year intervals • Target zero complaints to FHA • Develop family & resident feed- back system to support relationship for first year • Develop engagement process for family after person passes. All families are contacted within 3 months of passing | 3.1 Optimize ability of residents to age in place  3.2 Provide education Advanced Care planning for Apartment residents | 4.1 Health Human Resources succession planning and recruitment for new build  4.2 Maintain COR annual certification                                   | 5.1 Decrease vacant bed and suite turnaround time  5.2 Complete implementation of an integrated health record |
|            | <ul> <li>worsened</li> <li>Unscheduled ED transfers per 100 residents</li> <li>% of residents with new fractures</li> </ul>                                  |   | 3.4 Develop plan for movement of services in wings that will be demolished  | 4.3 Implement Psychological Health program  5.3 Identify cost to build chapel/multi-purpose roand implement fundrais program specifically for project |   |
|            | % of residents who fell in last 30 days  1.2 Implement program to increase bathing to twice per week   | Develop a resident experience program      2.2 Introduce technology for residents & families to enhance their living experience   | 3.5 Review business model of apartment services (current vs. market)  |   |   |