

Growing Quality, Enhancing Lives

2025–2026 Annual Continuous Quality Improvement Initiative Summary
Reporting period: April 1, 2025 to March 31, 2026

 **132**
Active long-term care beds

 **175**
Residents served

Our Commitment to Quality

Better Living at Thompson House is committed to safe, compassionate, person-centred care that supports Residents’ quality of life.

Quality improvement is guided by feedback, care outcomes, performance data, best practices, and the Residents’ Bill of Rights.

Quality and Safety Highlights

-  **> 35%**
Reduction in Falls
-  **0%**
Use of Physical Restraint
-  **96%**
Participation in Recreation and Social Programs
-  **Improved**
Pain Management Outcomes

Ongoing focus areas include pressure injury prevention, dining experiences, communication, privacy, and appropriate medication use.

Resident and Family Engagement

-  **94%**
Resident satisfaction
-  **92%**
Family satisfaction
-  **97%**
of Residents Recommend Us
-  **92%**
of Families Recommend Us

Key strengths include respectful interactions, responsive care and service, interdisciplinary support, and strong relationships between Residents, Families, and personnel.

Supporting Quality of Life and Health System Priorities

Better Living at Thompson House supports Residents to receive the right care, in the right place, at the right time, while maintaining comfort, familiarity, and meaningful connections whenever possible.

-  Reduce Avoidable ED Visits and Hospital Transfers
-  Strengthen Advance Care Planning
-  Support Care Closer to Home
-  Enhance Palliative and End-of-Life Care

Our People and Resources

-  **Direct care**
Exceeded provincial requirements with 4.05 hours per Resident per day.
-  **Volunteers**
Increased engagement supported social connection and meaningful experiences.
-  **Safety**
Workplace injury rates remained well below sector benchmarks.
-  **Stewardship**
Resources were responsibly managed while investing in care and improvement.

2026–2027 Priorities

Better Living at Thompson House has identified three priorities for the year ahead:

- Pressure injury prevention and management
- Appropriate use of antipsychotic medications
- Enhancement of the dining experience

Looking Ahead

Better Living at Thompson House will continue listening to Residents and Families, measuring what matters, learning from experience, and responding thoughtfully to opportunities for improvement. The Home remains committed to dignity, respect, privacy, independence, choice, inclusion, safety, and quality of life.

Questions, Feedback, or Suggestions?

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Interested in Reading the Full Report?

A full copy of this report is available upon request.