

## Specific Care Home Key Messages: CIHI LTC Indicators (June 10, 2015)

- [Insert name of care home] recognizes that there are areas for improvements and will use the Canadian Institute for Health Information (CIHI) long term care indicators data to help inform and make any necessary changes within its care home to address any deficiencies.
- While the CIHI indicators provide a snapshot on areas of care for seniors within [insert name of care home] they do not represent the whole picture or entire level of care provided. In particular, these are just a selection of some indicators and should not be used to make assumptions on the overall performance or level of care provided to residents.
- [Insert name of care home] looks forward to working with government, health authorities and the BC Care Providers Association (BCCPA) to improve the outcomes indicated including exploring various solutions as well as addressing current fiscal and other related pressures.
- Given the limited fiscal resources, including minimal or non-existent annual funding increases, [insert name of care home] is attempting to deliver the best possible care for seniors, including addressing the areas identified in the CIHI data.
- [Insert name of care home] is pleased to see positive results particularly with respect to [insert positive areas], but also recognizes that there are areas of improvement. [Insert name of care home] hopes it can work collaboratively with the [name of Health Authority], the Ministry of Health and the BCCPA to address these and other issues.
- Given the aging population and increasing levels of acuity among seniors entering residential care, the results outlined for [insert name of care home] are not entirely unexpected. Such pressures will only continue to increase over time and will need to be addressed collaboratively going forward.
- [Insert name of care home] supports improving the transparency of information, including reporting on various LTC indicators, in order to ensure meaningful and sustained improvements in the continuing care sector. We are committed to providing the best care possible including looking for ways to make things better for seniors.
- In general, it does not make sense to compare care homes just because they are in the same area or in close proximity as they can differ in size, structure and services provided. Rather, it is important to look beyond just location but compare care homes to those similar in size, structure, services provided, processes, patient demographics and complexity.