Experience in Long-Term Care: Analysis of the 2026/27 QIP Submissions

This summary shares insights from the Experience section of the 603 Quality Improvement Plans (QIPs) submitted by long-term care homes for 2026/27.

Progress Report

Most common successes or enablers:

- Regular resident and family council meetings
- Ongoing staff education and training on person-centred care
- Educating residents and families on their rights

Most common challenges or barriers:

- Sustaining resident and family engagement
- Variability in staff communication skills
- Closing the loop on resident feedback

Common Change Ideas: Residents Feel Listened To

- Active resident council participation
- Boosting resident survey response rates
- Staff education on active listening

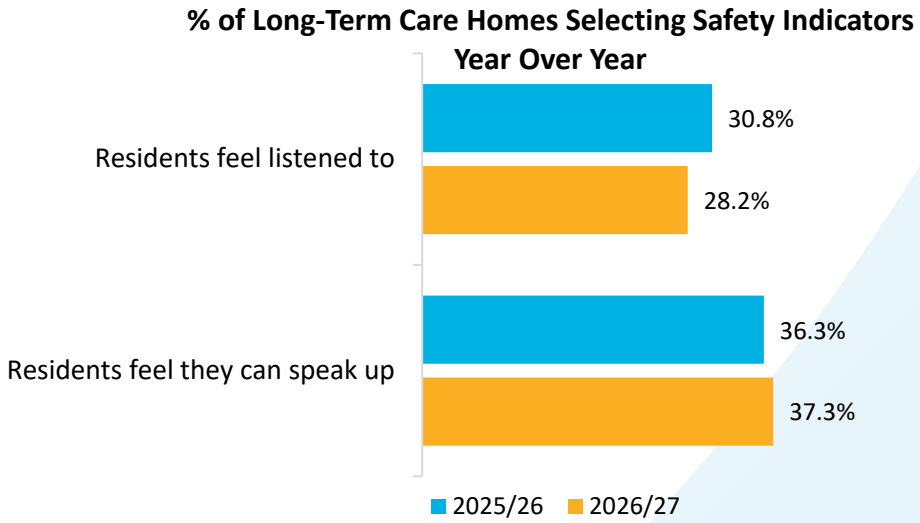
Workplan Performance

Progress on Optional Indicators

81.2% of residents feel they have a voice and are listened to by staff (↑ 2.9%)

84.3% of residents feel they can speak up without fear of consequences (↑ 1.7%)

Indicator Uptake for 2026/27



Common Change Ideas: Residents Feel They Can Speak Up Without Fear

- Resident and family council participation
- Interdisciplinary care conferences
- Educating residents on their Bill of Rights

Narrative Report Themes

- Annual resident and family experience/ satisfaction surveys and analysis of results
- Translating feedback into concrete action plans and quality improvements
- Keeping residents and families informed through newsletters, town halls, and open communication

To review the data and learn more about the QIPs submitted across the province, visit Query QIPs.

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