

Action Plan



Goal	Action Steps	Timeline	Date Action Step Completed
2024 Resident Satisfaction Survey Increase Resident Satisfaction when they indicate” - I would recommend this home to others” to over 70% of responses Strongly Agree	Review again on 2025 Resident Satisfaction Survey Increase participation encouraging residents to attend Nursing Care Conferences Staff to listen to huddles each day to have increased focus on residents’ involvement Education provided regarding Resident Rights to be completed as scheduled through Surge Learning Continue to access resident input through meetings such as Food Committee and Resident Council	Annually Annually Daily Annually As scheduled Monthly	ongoing

Notes:

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2024 Survey			
Increase Resident Satisfaction as they are encouraged and/or involved in decisions of care	Increase participation encouraging residents to attend Nursing Care Conferences Staff to listen to huddles each day to have increased focus on residents' involvement Education provided regarding Resident Rights to be completed as scheduled through Surge Learning	Annually Daily Annually	ongoing
Food taste and temperature not acceptable	Audits to be completed on food temperature Encourage attendance at food committee Review at Care Conferences any likes or dislikes Review on admission residents likes and dislikes	As scheduled Monthly Annually or as needed	

Notes: