

LONG-TERM CARE RESIDENT INCIDENT RATES

(RESPONSIVE BEHAVIOURS, FALLS AND MEDICATION ERRORS)

Incidents are any unplanned events that affect or could affect resident safety, such as:

- **Falls** – slips, trips, or balance-related accidents
- **Medication Errors** – missed doses, wrong medication, or timing issues
- **Responsive Behaviours** – physical or verbal behaviours linked to dementia or other conditions

To ensure fairness across homes and over time, rates are standardized per 1,000 occupied bed days. This helps us see true safety trends, not just changes in occupancy.

For the 2024–25 fiscal year (April 1, 2024, to March 31, 2025), Northwood reported the following average rates per 1,000 bed days:

- **Falls:** 6.2 incidents per 1,000 bed days
- **Medication Errors:** 0.6 medication errors per 1,000 bed days
- **Responsive Behaviours:** 1.6 incidents per 1,000 bed days

Why Resident Safety Monitoring Matters

Resident safety monitoring helps us identify risks early, strengthen safety protocols, and target staff training where it is most needed. By analyzing trends and investigating root causes, we can prevent future harm and continuously improve the quality of care. Engaging residents and families in these efforts ensures that safety improvements are meaningful and responsive to their needs, while enhancements to the care environment further reduce risks. Although challenges such as underreporting and data limitations exist, our commitment to safety and ongoing improvement remains strong.

Every incident tells us something important. By learning from them, we strengthen safety, support staff, and create the safest possible home for our residents.

