

Action Item	Goal	Action Steps	Person Responsible	Review Date	Status
There are enough volunteers in the home (44%)	<ul style="list-style-type: none"> To raise this response by 6% to obtain a 50% positive response rate by next survey 	<ul style="list-style-type: none"> Meet with Friends of Alexander Place to discuss more opportunities for recruiting new volunteers Host more open houses to recruit more volunteers Review questions for the 2024 survey with the residents, family and essential caregivers Engage in more frequent collaborated events with Friends of Alexander Place in the community. 	<ul style="list-style-type: none"> Administrator Life Enrichment Coordinator Resident Family Service Coordinator 	<ul style="list-style-type: none"> April 18, 2024 (creation) October 30, 2024 (review of survey questions) 	In Progress ▾
There are regular outings scheduled in the community (46%)	<ul style="list-style-type: none"> To raise this response by 4% to obtain a 50% positive response rate by next survey 	<ul style="list-style-type: none"> Meet with Residents council to see where they would like to go on outings Discuss opportunities for Residents who cannot go out, to bring in entertainment options. Collaborate with Friends of Alexander Place to see if joint community events could be scheduled. 	<ul style="list-style-type: none"> Administrator Life Enrichment Coordinator Resident Family Service Coordinator Life Enrichment Aide 	<ul style="list-style-type: none"> April 18, 2024 (creation) October 30, 2024 	In Progress ▾
I get timely and satisfactory response to lost or missing items (6%)	<ul style="list-style-type: none"> To raise this response by 4% to obtain a 50% positive response rate by next survey 	<ul style="list-style-type: none"> Review process with laundry supervisor. Develop a process that will identify the gaps in the home's ability to find items quickly. Refine the process as needed for improved outcomes. 	<ul style="list-style-type: none"> Administrator Environmental Services Supervisor Housekeeping Supervisor Resident Family Service Coordinator 	<ul style="list-style-type: none"> April 18, 2024 (creation) October 30, 2024 	In Progress ▾