MATRiX
OUTCOMES MODEL

Long Term Care
Matrix Outcomes Model, Categories and General Indicators

Categories   **Indicators**

Communication

- Empowerment of staff
- Care planning
- Hiring process
- Evaluation
- Group meetings
- Families
- Visitors/guests

Connectedness

- Community partnerships
- Facility involvement in community
- Community recognition
- Volunteerism

Governance

- Management
- Regulatory compliance
- Risk management
- Recruitment and retention
- Organizational values
- A mechanism for addressing ethical issues

Living and Working Environment

- Homelike environment
- Bathing
- An environment that fosters independence
- Cultural diversity and sensitivity
- Dining
- Healthy
- Environment/wellness

Person-Centered Environment

- Emotional well-being
- Learning opportunities
- Inclusive planning
- Dignity