

Lee Manor



Grey County Operations Report to Committee of Management Open Session

Submission Date: March 12, 2019

Information for the month of: February 1-28, 2019

Financials

Financial analysis will be transitioned to Sienna Senior Living in 2019.

Scorecard: Quality

Publicly reported indicators – Q2 2018 (July – Sept 2018)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average
Indicates Ontario Best Practice Target Reached
Indicates Sienna Target Reached

Indicator	HQO Best Practice	Ontario	Sienna Target	Sienna Average	Lee Manor
Worsened ADL	25%	33%		29.4%	39.4%
Worsened behavioural symptoms	8%	12.7%		11%	15.7%
Worsened mood from symptoms of depression	13%	23%		17.4%	38.5%
Has fallen	9%	16.4%	13.50%	16.6%	16%
Worsened stage 2 to 4 pressure ulcer	1%	2.7%	2%	2.2%	0.8%
Has a new stage 2 to 4 pressure ulcer	1%	2.2%		1.8%	0.7%
Daily physical restraints	3%	4.3%		0.9%	3.8%
Worsened bladder continence	12%	17.8%		15.7%	20.3%
Worsened pain	6%	9.9%	8%	7%	10.8%
Taken antipsychotics without a diagnosis of psychosis	25.3%	19.5%	20%	17.4%	20.5%
Improved or remained independent in mid-loss ADL	30.4%	29.2%		27.5%	35.3%
Has pain	7%	5.8%		2.4%	1.6%

We will continue with the action plan that was developed in March 2018 to address performance and meet targets.

Ministry of Health and Long-Term Care (MOHLTC) Compliance Orders / Inspection Findings Summary

No Ministry of Health and Long-Term Care inspections this month.

Scorecard: People

Lee Manor was host to a Developmental Service Worker (DSW) from Georgian College (Orillia Campus) for seven weeks. Through her placement in the Recreation

Department, she discovered her passion for the field and will be pursuing her studies in the Therapeutic Recreation post graduate program in the fall. We've also had a new Owen Sound District Secondary School student join the Recreation Department in February as a co-op student. She will be with us until the later part of June.

Sienna Partner Visits

- Dietary and Nutritional Care Partner – February 4 and 11 teleconferences
- Quality & Informatics Partner – February 21 site visit
- Region 7 Executive Director/Administrator- February 28 monthly meeting
- Laundry and Housekeeping Partner – February 4 teleconference
- Sienna Partner Resident Experience- February 4, 19 and 20 teleconferences

Projects, Location Events and Other

Following the conclusion of our outbreak, residents were eager to resume their usual day to day activities around the home. With the outbreak over just days before Valentine's Day, residents were able to enjoy an energetic and interactive performance by Mary Ann Holst. She played to a packed crowd in the Ice Cream Parlour where residents could be heard up and down the halls as they sang along to familiar lyrics and clapped to the beat.

With winter taking charge lately, residents liked the idea of "sprouting spring" and enjoyed planting seeds in preparation of the upcoming growing season. The group established an assembly line of potting the soil, planting the seeds, packing the soil and watering. Each member was very focused on their task while reminiscing over their long hot days spent in their vegetable gardens and flower beds. The group is looking forward to moving their gardening club outdoors when the spring season arrives.

Long Term Care

Occupancy

Outbreak was declared over and admissions to the care community resumed, bringing the year to date occupancy over 97%.

2019 Occupancy Data	Reporting Month	Year to Date
Occupancy	98.57%	97.68%
Move-Ins	9	11
Discharges	4	11

Regulatory visits i.e. Ministry of Labour, Public Health

Electrical Safety Inspection (ESA)- February 11. One area of deficiency, electrical box cover missing, immediately rectified.

Occupational Health and Safety Issues

One outbreak continued during the month of February:

- Influenza A outbreak declared over by Public Health on February 12.

The Infection Control Committee and Public Health worked closely together to ensure all measures to reduce the impact of the outbreak are in place and followed.

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Three fire drills were held during the month. Staff responded as required and education was provided to clarify the procedure.

Severe winter weather conditions during this month activated the staff contingency plan. All staff worked together to ensure resident's needs were met and the environment was safe.

Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Written	Family complaint about staff behavior.	Investigation completed, resolved
Verbal	Family complaint related to care	Investigation completed, resolved

Compliments Summary

9 Verbal, 2 Written- Compliments were provided to the team in appreciation of the excellent care and service provided.

Resident and Family Satisfaction Survey

2018 Resident Results

- Overall participation rate 53%
- 89% expressed high satisfaction with the overall quality of services
- 85% would recommend the home
- Top comments used to describe the experience- good, happy, content
- Top 3 areas
 - Care and concern shown
 - Staff well trained/competent
 - Maintained rooms/surroundings
- Areas for improvement
 - Attending physician, Physiotherapy and Laundry services

2018 Family Results

- Overall participation rate: 38%
- 98% of families expressed high satisfaction with the overall quality of services
- 97% would recommend the home
- Top comments used to describe the experience- caring, friendly, clean
- Top 3 areas
 - Clean/maintained
 - Staff respectful/friendly
 - Provide information to family members
- Areas for improvement
 - Activities/social events and food options
 - Feels at home

Next Steps

- Lead action planning during the 2019 Operating Planning day
- Evaluate progress and continue to make improvements throughout the year
- Updates along the way, re-survey in the fall of 2019
- Team member survey to be completed in q2-3 2019

Resident/Family Council Updates

Resident Council was held on Friday, February 15th and the Family Council is scheduled for Feb 26th. Topics of discussion include, accreditation and a summary of the resident and family survey results.