



# Rockwood Terrace



## **Grey County Operations Report to Committee of Management Open Session**

Submission Date: January 8, 2019

Information for the Month of: October 15-November 15, 2018

## Financials

Financial analysis will be transitioned to Sienna in 2019.

## Scorecard: Quality

Data Source (unadjusted):

- Canadian Institute for Health Information (CIHI) Quarter 2 (July-Sept 2018)
- Quality Improvement Plan (QIP)- Home Specific April 1 2018-March 31, 2019

Indicator (%)	QIP Performance April 1, 2018	CIHI Q2 Performance	Home Target March 31, 2019
Reduce stage 2-4 pressure ulcers	7.92	6.2	5.3
Reduce Antipsychotic medications	4.15	9.3	6
Reduce the number of falls	17.43	19.5	15
Reduce the number of restraints	3.19	3.0	5
Health Equity Leadership training	0	12.5	100
Complaints acknowledged to the individual who made a complaint.	100	100	100
Improve Resident Satisfaction	98	Coming soon!	95
Reduce transfers to Emergency department	17.48	5.8 (data from Ministry)	16.55

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 visits in this reporting period.

## Scorecard: People

After more than 28 years of service, Lynn Shaw, Clinical Documentation and Information Coordinator retired. This position is temporarily being filled by current RPN Karen Pink and recruitment efforts to replace Lynn are underway.

Recruitment efforts are also on-going to replace former Receptionist Deanna Foster.

## **Sienna Partner Visits**

- November 1- Budget lab held at Sienna Head Office
- October 29- Resident Experience Partner visit, provided tour, discussed BSO team, ethics resources available through Sienna and 2019 Department goals.
- October 17, 31 and November 13- Clinical Care Partner visits, reviewed skin and wound care and provided education related to applicable policies and procedures, reviewed Abuse Policy and discussed next steps/priorities.

## **Projects, Location Events and Other**

- Municipal Election- A special polling station was provided on site for residents to vote in the Municipal election.
- Halloween- Several team members participated in a costume parade for residents on October 31.
- Remembrance Day- Durham Legion members provided a Remembrance Day Service for the residents at Rockwood Terrace on November 4, 2018
- On October 25 we recognized and expressed gratitude to the many volunteers that generously donate their time to improve resident's quality of life. Lunch was provided and a slide show of memories from the past year was presented.

## **Long Term Care Update**

### **Occupancy (data since last report)**

- Year to date as of October 31- 97% occupancy
- Reporting period- 7 move ins, 6 discharges

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

Public Health visited on November 2, 2018 and completed an inspection of the main kitchen. One violation was noted related to sanitation of the ice machine. The ice machine has been deep cleaned.

The Ministry of Labour visited on October 25, 2018 to complete a review of the Workplace Violence program. The Inspector returned October 29, 2018 to provide her report. There were no orders as a result of this visit.

## Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Family complaint regarding staff interaction with Granddaughter	Letter of apology provided. Resolved
Verbal	Family upset Physician had not provided letter for income tax purposes.	Letter obtained and provided to family. Resolved
Verbal	Family upset regarding medication not being provided	Order clarified with physician and medication provided. Resolved
Verbal	Family upset they were not notified that resident refused cares.	Task set for staff to call family when cares are refused. Resolved

## Compliments Summary

None

## Occupational Health and Safety Issues

A Physical Environmental Assessment was recently completed which identified that the staff entrance door code had not been changed in several years. Code will be changed on January 7, 2019.

Currently preparing for new WHIMIS regulations.

## Resident and Family Satisfaction Survey

Resident and Family Surveys completed, results will be shared at an upcoming meeting.

## Resident/Family Council Updates

Resident Council did not meet during this period.

Family Council did not meet during this period.

**Emergency Preparedness and Environmental concerns (including emergency codes practiced)**

October Fire drills held.