



Grey Gables



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 and updates 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 to March 31, 2019

Indicator (%)	QIP Performance April 1, 2018	CIHI Q2 Performance	Home Target March 31, 2019
Reduce stage 2-4 pressure ulcers	8.33	4.1	7.0
Reduce Antipsychotic medications	18.65	22.3	17.5
Reduce the number of falls	14.68	16.9	13.5
Reduce the number of restraints	5.14	2.1	4.8
Health Equity Leadership training	0	75	100
Complaints acknowledged to the individual who made the complaint	100	100	100
Improve Resident Satisfaction	N/A	N/A	87.50
Reduce transfers to Emergency department	< 1	2.9 (data from Ministry)	6.00

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

The MOHLTC Compliance Officers are currently onsite completing the Resident Quality Inspection.

Scorecard: People

A number of education and training sessions happened during the reporting period. Staff participated in Skin and Wound training, Conflict Management training, Integrated Medication Management, and RAI MDS training. This education is a key component to improved care and service for our residents.

Grey Gables also hosted a number of students in a variety of placements;

- 2 high school students (OSSDS and GHSS)
- 1 PSW student (Georgian College)
- 6 RPN students (Georgian College)
- 1 Health Administration student (Wilfred Laurier University)

Sienna Support Services Updates

- October 16- Clinical Care Partner visit - focused on MOHLTC Action plan
- October 30, 2018 – Clinical Care Partner visit –training on new policies
- November 1, 2018 – Clinical Care Partner visit – supported team with ongoing MOHLTC Resident Quality Inspection (RQI)
- November 1, 2018 – Budget Lab at Sienna Support Services Office
- November 7, 2018 – Resident Experience partner visit – reviewed move in process
- November 14, 2018 – Quality and Informatics Partner visit - reviewed and education of CIHI data and team meetings

Projects, Location Events and Other

- November 2, 2018- local high school students interviewed a resident who is a Veteran for a Remembrance Day video they created.
- November 9, 2018- the BSO team participated in a BSO Storytelling Project with Western University's Community Engaged Learning Project. The focus of the interview was the lived experiences and positive outcomes of the South West BSO program and how Colour It has a positive impact on people living with severe dementia.
- November 14, 2018- the revival of the Breakfast with the Administrator program. This was at the request of Residents' Council and is planned as a monthly event.

Long Term Care Update

Occupancy

- Year to date as of Oct 31- 99.33%
- During the reporting period - 2 move ins, 3 discharges

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

- October 29, 2018 – Ministry of Health and Long Term Care Resident Quality Inspection (last day on site Nov. 2, 2018)
- October 30, 2018 – Ministry of Labour Inspector on site to review report from Oct. 22, 2018 inspection of VARB program.

Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Family complaint related to care	Meeting held focused on improved ongoing communication.
Verbal	Family complaint related to physiotherapy service	Meetings held with family and physiotherapy company, staff recruited. Resolved.

Compliments Summary

- Verbal- MOL Inspector made a point to comment on the knowledge and care taken by the Leadership Team specifically with regards to safety of staff related to Violence in the Workplace legislation.
- Written- family thanking the team for kindness and support and care of her mother.

Occupational Health and Safety Issues

No issues or concerns during this reporting period.

Resident and Family Satisfaction Survey

Resident and Family Surveys completed, waiting for results.

Resident/Family Council Updates

Resident Council meeting held October 23. Residents voiced appreciation of staff and for the good food and care. There were no areas of concern raised.

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Code Red- practiced on all three shifts (October 11 and 29, 2018)

Code White practiced November 8, 2018