



# Rockwood Terrace



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

**Submission Date: November 6, 2018**

**Information for the Month of: September 11-October 15, 2018**

## Financials

Financial analysis will be transitioned to Sienna in 2019.

## Scorecard: Quality

Data Source:

- Canadian Institute for Health Information (CIHI) quarter 1 (April to June 2018)
- QIP Data Q1 2018/19

Indicator (%)	Current Performance	Target
Reduce stage 2-4 pressure ulcers	9.4	5.3
Reduce Antipsychotic medications	8.6	6
Reduce the number of falls	19.6	15
Reduce the number of restraints	3.3	5
Health Equity Leadership training	12.5	100
Complaints acknowledged to the individual who made a complaint.	100	100
Improve Resident Satisfaction	N/A	95
Reduce transfers to Emergency department	5.8	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

Staff Service Awards

- 17 staff reached service milestones this year including three staff who received 30-year awards

- All staff receiving awards were celebrated at the Home during the annual staff appreciation event held in June
- Corporate service award dinner held October 4 for employees 15, 20, 25 and 30 years of service

## Sienna Partner Visits

- September 18- Financial Partner visit, budget lab
- September 26- Resident Experience Partner visit, established department priorities including resident experience, resident space and posting of information
- October 4, 17- Clinical Care Partner visit, established department priorities, reviewed skin and wound care and provided education related to applicable policies and procedures, reviewed Resident Quality Inspection compliance plan
- October 9- Quality & Informatics Partner visit, reviewed Committee Terms of References, sample agendas and Q1 Indicators, introduced quality audit guide
- October 11- Dietary and Nutritional Care Partner, discussed department priorities for the next 90 days and developed action plans

## Projects, Location Events and Other



- Terry Fox Walk- Rockwood Terrace has participated in the annual Terry Fox walk for 28 consecutive years. This year, \$620 was raised for cancer research. Earlier in September Terry's brother, Fred Fox, shared stories with residents and staff about his inspirational brother. Mr. Fox also presented the home with a plaque in recognition of participation and support of the cause.

- Alzheimer Coffee Break- Fundraiser held October 1 and raised \$106 to support this worthy cause
- Grand Pal Program- For the second consecutive school year Rockwood Terrace partnered with Spruce Ridge Community School to offer an intergenerational pen pal program. The program was recognized in the “Good News” section of the Ontario Long Term Care Association Newsletter.  
[https://www.oltca.com/OLTCA/OLTCA/Public/Good\\_News/RockwoodGrandPals.asp](https://www.oltca.com/OLTCA/OLTCA/Public/Good_News/RockwoodGrandPals.asp)

## Occupancy (year to date)

- 96.69% occupancy
- 33 move ins, 33 discharges

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

The Electrical Safety Authority visited on October 1, 2018. Four defects and one recommendation were noted including the location source to disconnect motors and replacement of damaged receptacles. Some immediate action was taken, and a plan established for full resolution.

## Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Family complaint regarding resident discharge from physiotherapy	Meeting held, goals identified Resolved
Verbal	Family complaint about resident care	Meeting held, options considered by family Resolved
Verbal	Resident complaint regarding tablemates in the dining room	Resident was moved to a different table Resolved
Verbal	Resident complaint regarding tablemates in the dining room	Resident was offered a table change, refused Resident satisfied with offer Complaint withdrawn
Verbal	Resident complaint about food	Meeting held, verified resident meal preferences Resolved

Verbal	Family complaint of odour in resident room and bathroom.	Meeting held, changes initiated Resolved
Verbal	Resident complaint that the bathroom door (shared bathroom) is locked by co-resident preventing access	Maintenance reviewed, new lock ordered, Outstanding
Verbal	Family complaint regarding staff communication	Investigation and follow up with staff and family Resolved

## **Compliments Summary**

Received a card from the family of a former resident thanking the team for the kindness shown to their loved one.

## **Occupational Health and Safety Issues**

Staff influenza campaign to commence October 26 with a goal of 90% participation.

## **Resident and Family Satisfaction Survey**

Resident and Family Surveys completed, waiting for results.

## **Resident/Family Council Updates**

Resident Council meeting held on September 28, 2018. Residents provided input into the Thanksgiving meal.

Family council did not meet during this time period.

The Annual Christmas Bazaar will be held Saturday November 17 from 10:00am – 2:00pm. All are welcome!

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

All codes practiced with all team members during the Annual Education sessions held in September and October.

Fire drills held.