



# Rockwood Terrace



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

Submission Date: April 9, 2019

Information for the Month of: March 2019

## Financials

Financial analysis will be transitioned to Sienna 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	Rockwood Terrace
Worsened ADL	25%	33%		29.4%	31.2%
Worsened behavioural symptoms	8%	12.7%		11%	13.9%
Worsened mood from symptoms of depression	13%	23%		17.4%	33.9%
Has fallen	9%	16.4%	13.5%	16.6%	13.7%
Worsened stage 2 to 4 pressure ulcer	1%	2.7%	2%	2.2%	3.8%
Has a new stage 2 to 4 pressure ulcer	1%	2.2%		1.8%	3.5%
Daily physical restraints	3%	4.3%		0.9%	2.5%
Worsened bladder continence	12%	17.8%		15.7%	15.1%
Worsened pain	6%	9.9%	8%	7%	17.8%
Taken antipsychotics without a diagnosis of psychosis	25.3%	19.5%	20%	17.4%	10.4%
Improved or remained independent in mid-loss ADL	30.4%	29.2%		27.5%	42.6%
Has pain	7%	5.8%		2.4%	4.5%

The 3<sup>rd</sup> Quarter indicator results are anticipated soon. We will continue with the action plan that was developed in March 2019 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**

In October 2018, Rockwood Terrace applied and were accepted to receive funds to train Personal Support Workers through the Ontario Centres for Learning, Research and Innovation in Long-Term Care.

The objective of the PSW Training Fund is to help develop and enhance the PSW workforce in LTC to deliver high-quality and safe care that meets resident needs through continuing education and professional development. The fund aims to help LTC homes train a critical mass of PSW's and sustain ongoing learning that will continue to benefit LTC residents.

Late in 2018 four Personal Support Workers received Excellence in Resident-Centred Care (ERCC) Certification, that enabled them to provide ERCC Team Training at Rockwood Terrace. On March 25 and 26, seventeen PSW's took part in this program and will receive a certificate issued by Conestoga College and the Schlegel-UW Research Institute for Aging.

### **Sienna Partner Visits**

- Quality & Informatics Partner- March 11 visit
- Clinical Partner-Teleconferences March 6 and 26
- Dietary and Nutritional Care Partner- Teleconference March 18
- Resident Experience Partner-Teleconferences March 4 and 20
- Regional Vice President of Operations-March 26 visit
- Region 7 Monthly teleconference was held March 28

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

- A celebration for St. Patrick's Day was held on March 17 with a special luncheon which was enjoyed by all! Dietary staff joined in the spirit by dressing up for the occasion.
- A Men's Breakfast outing to the Country Corner Eatery occurred on March 29.
- The quarterly Memorial Service was held March 31 to honour and remember fourteen residents who have passed away during the past quarter.

## Occupancy

2019 Occupancy Data	Reporting Month	Year to Date
Occupancy	97.8%	98.6%
Move-Ins	6	15
Discharges	5	14

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

An Inspector from the Electrical Safety Authority attended the Home on March 4 and noted the following defects:

- Storage of material in front of electrical equipment with less than a minimum of 1m of working space that allows for secure footing.
- Hydromassage bathtubs shall be protected by a ground fault circuit interrupter of the Class A type.

Both issues have been addressed.

An Inspector from Public Health attended the Home on March 21. There were no violations as a result of this inspection.

## Occupational Health and Safety Issues

Nothing to report

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

Fire drills held for March.

Code Blue was reviewed at all departmental meetings during the month.

## Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Family concerned with resident skin condition.	Staff reviewed status with family. Occupational Therapy assessment requested related to wheelchair. Resolved
Verbal	Resident upset with co-resident related to bathroom.	Staff implemented interventions with co-resident. Monitoring
Verbal	Family upset that bed was being cleaned/moved prior to them removing resident's belongings.	Apology provided. Steps in place to prevent from happening again. Resolved
Verbal	Visitor upset with state of flags.	New flags ordered. Will install upon their arrival Ongoing
Verbal	Family complaint regarding timing of a Funeral Home transfer	Reviewed at March Resident Council meeting, suggestions provided. Resolved
Verbal	Family upset with new toilet installed in Resident's room.	The new toilet is ½" lower than previous toilet. Raised toilet seat ordered. Ongoing

## Compliments Summary

A resident left the following note for Dietary staff following the St. Patrick's Day luncheon: "That lunch was delicious. It was out of this world! Thank you so much for the good servitude!"

In emails from three separate families, we received the following compliments: "I was happy to see him in such good hands. I see quite an improvement. The staff are all very friendly and I felt a family type atmosphere." "The staff were outstanding!!" "The nursing staff have been so outstanding, you are a tremendous group of people, my Mom just loved it there."

A note of thanks was included in the local paper related to a former resident: "A special thank you to the staff of Rockwood Terrace for their devotion and loving care to Mom, not only during the last couple of weeks but her entire stay with them. They are truly a wonderful group of people."

A card was received from family of a former resident: "Thank you for your compassionate care during Mom's stay."

## **Resident and Family Satisfaction Survey**

Action plans being implemented

## **Resident/Family Council Updates**

A Resident Council meeting was held on March 15, 2019. The final update for the 2018/19 Quality Improvement Plan was provided. Information about the upcoming Accreditation process was presented and use of the Dignity quilt and resident's wishes upon death were discussed.

Family Council did not meet during the month of March.