

Lee Manor



Grey County Operations Report to Committee of Management Open Session

Submission Date: October 8, 2019

Information for the months of: August and September 2019

Scorecard: Quality

Publicly reported indicators – Q1 2019 (April – June 2019)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average

Indicator	Ontario Average	Lee Manor			
		Q2 Jul-Sept/18	Q3 Oct-Dec/18	Q4 Jan-Mar/19	Q1 Apr-Jun/19
Improved or remained independent in mid-loss ADL	29.1%	35.3%	36.40%	36.90%	34.1%
Worsened ADL	32.80%	39.4%	36.8%	41.1%	40.8%
Worsened behavioural symptoms	12.7%	15.7%	13.9%	12.4%	10.4%
Worsened mood from symptoms of depression	22.80%	38.5%	30.9%	27.9%	24.3%
Taken antipsychotics without a diagnosis of psychosis	19%	20.5%	20.5%	19.8%	19.8%
Has fallen	16.6%	16%	12.3%	12%	11.4%
Worsened stage 2 to 4 pressure ulcer	2.6%	0.8%	1%	1.3%	2.0%
New stage 2 to 4 pressure ulcer	2.1%	0.7%	0.8%	0.9%	1.6%
Daily physical restraints	3.9%	3.8%	3.4%	2.4%	1.7%
Worsened bladder continence	17.9%	20.3%	19.6%	18.3%	19.0%
Has pain	5.2%	1.6%	1.9%	2.5%	3.3%
Worsened pain	9.7%	10.8%	10.1%	9%	8.6%

The 1st quarter data was recently released by the Canadian Institute for Health Information (CIHI). Lee Manor continues to make improvements in several areas and remains above the provincial average in four areas. Improvements are reflective of ongoing focused initiatives and data accuracy.

Quality improvement programs continue for worsened mood from symptoms of depression, taken antipsychotics without a diagnosis of psychosis and wound care/pressure ulcers.

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

A Ministry of Health and Long Term Care Inspector was on site at Lee Manor for three days September 9th, 10th and 11th, 2019. The purpose of the visit was to conduct a Critical Incident Systems inspection. We are currently awaiting the report from this visit.

Scorecard: People

There are currently five students from Georgian College Personal Support Worker program completing their placements and one student completing final praxis from the Practical Nurse program.

Lee Manor is pleased to WELCOME Kristen Monahan as the new Office Clerk. Kristen has completed the Office Administration Certificate and additional Bookkeeping/Accounting courses. As well, Kristen is an RPN and has worked as a part time RPN at Lee Manor since August 2014. Kristen has always had a passion for administrative office work and is very excited to be in her new role.

Projects, Location Events and Other

Residents enjoyed several outdoor activities to help round out the summer season.

Weekly picnics continued to be a popular activity into August. The opportunity to eat a meal outside with the sun shining, along with some of their very own home grown herbs and greens added to the menu made August picnics extra flavourful!

The classic car show on August 22nd was the perfect backdrop for residents to discuss their memories of their first car and the road trips they experienced over the years. Suggestions for the following year are already underway to enhance the experience next summer.

Speaking of road trips, the residents enjoyed a bus trip to Cobble Beach during the derby to enjoy the view of the boats and the lush golf course. In September they headed to Meaford to take in the sights of the Scarecrow Invasion.

Long Term Care

Occupancy

2019 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.6%	98.89%
Move-Ins	5	42
Discharges	4	41

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

Electrical Safety Authority inspection on September 13th, 2019. No areas of non-compliance.

Occupational Health and Safety Issues

No concerns during this reporting period.

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 procedures.

Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Resident complaint related to environment.	Investigation completed, resolved

Compliments Summary

We continue to receive verbal and written compliments in appreciation of the excellent care and service provided.

Lee Manor is proud to have been awarded the Owen Sound Sun Times Reader's Choice Award for "Best Long Term Care/Retirement Home in Owen Sound".

Resident and Family Satisfaction Survey

The care community continues to work on a plan to deliver the annual resident and family satisfaction surveys. The surveys have been approved by the Resident Council and Family Council. The survey is expected to be rolled out later this fall.

Resident/Family Council Updates

Resident Council meetings were held on August 1st and September 12th.

Residents voiced excitement with the expected arrival of the butterfly raising kits in September and offered some great suggestions to celebrate the upcoming fall season.

The Family Council meets bi-monthly and met on Tuesday, August 13th. Family Council members were made aware of the newly developed “Task Force – Unfilled Shifts”. Members pleased with the idea of sharing challenges and the opportunity for the Grey County homes to brainstorm solutions to fill shifts.