



# Grey Gables



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

Submission Date: March 12, 2019

Information for the Month of: February 1- 28, 2019

## Financials

Financial analysis and updates 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	Grey Gables
Worsened ADL	25%	33%		29.4%	41.7%
Worsened behavioural symptoms	8%	12.7%		11%	19.1%
Worsened mood from symptoms of depression	13%	23%		17.4%	33%
Has fallen	9%	16.4%	13.5%	16.6%	12.8%
Worsened stage 2 to 4 pressure ulcer	1%	2.7%	2%	2.2%	3.3%
Has a new stage 2 to 4 pressure ulcer	1%	2.2%		1.8%	2.6%
Daily physical restraints	3%	4.3%		0.9%	3.8%
Worsened bladder continence	12%	17.8%		15.7%	27.6%
Worsened pain	6%	9.9%	8%	7%	14.9%
Taken antipsychotics without a diagnosis of psychosis	25.3%	19.5%	20%	17.4%	25.6%
Improved or remained independent in mid-loss ADL	30.4%	29.2%		27.5%	37.1%
Has pain	7%	5.8%		2.4%	3.1%

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

Nothing to report

## Scorecard: People

- On February 2, 2019 the residents and staff were excited to have a surprise visit from Premier Doug Ford, Minister Bill Walker, Warden Selwyn Hicks, Mayor Paul McQueen and several past wardens. We were all thrilled to show off our beautiful home.
- Palliative care is an important piece of the care provided in long term care. It is truly a team effort involving team members from all departments. All staff work together to ensure the resident is well looked after in their last days and hours. They also work together to ensure the family members and loved ones of the resident are well supported.
- February 22, 2019 the Leadership Team held the Annual Strategic Planning meeting.

## Sienna Support Services Updates

- Quality and Informatics Partner- Feb. 20, 2019
- Housekeeping/Laundry Partner- February 4, February 11
- CARF Preparation- February 8, February 13 teleconferences
- Resident Experience Partner- February 4 and February 20, teleconferences
- Region 7 Executive Directors/Administrators- February 28 monthly meeting

## Projects, Location Events and Other

Some highlights of events and activities in this reporting period include:

- Chinese Luncheon for the Residents. Staff & Residents came together to help celebrate Chinese New Year's with takeout Chinese
- The Behavioural Support resource team had a slumber party and movie night
- A new art class was initiated that will take place every other Monday. This program is being led by a very artistic volunteer and is very well received.

## Occupancy

2019 Occupancy Data	Reporting Month	Year to Date
Occupancy	99.1%	99.2%

2019 Occupancy Data	Reporting Month	Year to Date
Move-Ins	3	5
Discharges	3	4

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

There were no regulatory visits during this reporting period.

### **Occupational Health and Safety Issues**

There were no occupational health and safety issues during this reporting period.

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

Code Red was practiced on all three shifts in February.

### **Written and Verbal Complaints Summary**

Type of Compliant	Summary	Outcome (s)
Verbal	Family complaint related to communication	Meeting held with family member and appropriate team members. Complaint resolved.
Written	Family complaint related to communication breakdown	Meeting held with family member and team members. Complaint resolved

### **Compliments Summary**

We received the following thank you letter:

“Thank you very much to you and the amazing staff at Grey Gables. I really appreciate the exceptional care that is provided to my parents as well as the support you give to me. I will never forget how kind you were to me when my mom had her surgery. You took the time from your very busy day to talk and comfort me. When I walk into Grey Gables it feels welcoming and warm. Thank You.”

## **Resident and Family Satisfaction Survey**

Top 3 comment words used to describe the care community: Caring, Friendly, Good

### 2018 Resident Results

- Overall Participation Rate: 74%
- 97% of residents expressed high satisfaction in Quality of Services and Willingness to Recommend
- Top 3 areas
  - Feeling respected
  - My questions are answered
  - Care and concern towards my needs
- Areas for improvement
  - Room is quiet for sleep
  - Laundry services
  - Personal assistance

### 2018 Family Results

- Overall participation rate: 32%
- 96% of families expressed high satisfaction in Quality of Services and Willingness to Recommend
- Top areas
  - Competent, respectful and friendly staff
  - Living space is attractive and comfortable
- Areas for improvement
  - Services to meet personal needs
  - Adequate assistance during meals
  - Resident is comfortable attending activities and social events

### Next steps

- 2019 Action Plan working group will be created
- Touch points and updates will be provided throughout the year
- Fall of 2019- re-survey resident and families
- Q2-3 team member survey

## **Resident/Family Council Updates**

Resident Council meetings held February 19, 2019. There were no areas of concern raised.

Family Council meeting held on February 26, 2019. The results of the satisfaction survey were shared. Recommendation made regarding the distribution process of the family survey for 2019.