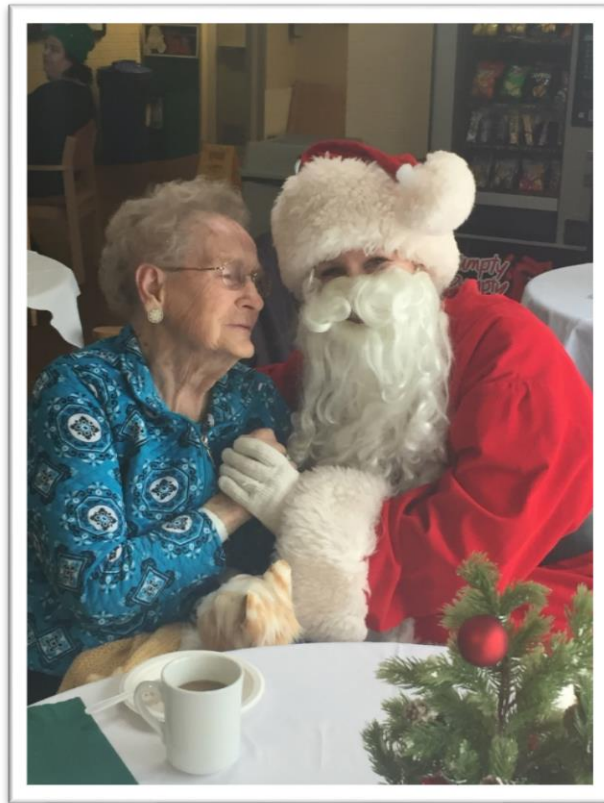




Lee Manor



Grey County Operations Report to Committee of Management Open Session

Submission Date: January 8, 2019

Information for the month of: November 15 - December 15, 2018

Financials

Financial analysis will be transitioned to Sienna Senior Living 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 to 4 pressure ulcers | 4.79 | 1.6 | 4 |
| Reduce antipsychotic medications | 20.53 | 22.1 | 20 |
| Reduce the number of falls | 15.23 | 17.7 | 14.5 |
| Reduce the number of restraints | 3.67 | 4 | 3.5 |
| Health Equity Leadership training | 0 | 11 | 100 |
| Complaints acknowledged to the individual who made the complaint | 100 | 100 | 100 |
| Improve resident satisfaction | N/A | N/A | 90 |
| Reduce transfers to Emergency department | 16.37 | 13.6 (data from Ministry) | 16 |

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 during this reporting period.

Scorecard: People

- We are pleased to welcome Stacey Young to the role of Office Clerk. Stacey was in a one-year contract position and due to other corporate changes, the position became permanent.
- The home received a letter of appreciation from the Brescia University recognizing Shannon Cox (Nutrition Manager) for her leadership and support in mentoring students.

Sienna Partner Visits

- November 15- Resident Experience Partner visit, reviewed opportunities to streamline current practice, focus on admission process
- November 15- Informatics and Quality Improvement Partner visit, continued to focus on the MDS-RAI and Quality Improvement programs. review of quality indicators and outcomes
- November 19, 30- Laundry and Housekeeping Partner, teleconference bi-monthly meeting and policy review
- Nov 22- Sienna Regional meeting, Administrator and Resident and Family Service Manager attended
- November 26, 2018- Dietary and Nutritional Care Partner, policy review teleconference
- December 13, 2018- Resident Experience Partner visit, collaborative meeting to review the admission process

Projects, Location Events and Other

In celebration of the Holiday Season, the Ice Cream Parlour was transformed into the perfect backdrop to enjoy the Magic of Christmas. Together, residents and families had the opportunity for a holiday photo with Santa by the Christmas tree, and enjoy music of the season, holiday displays and treats. The display of holiday creations made by Residents generated lots of praise with plenty of inquiries to purchase. To their disappointment, residents didn't take them up on the offer...but it generated ideas for future possibilities!

Residents enjoyed a special holiday visitor that wasn't Santa this holiday season. Ozzy the Alpaca from Kickin' Back Ranch in Markdale came camera ready, complete with a Christmas tie! Residents enjoyed an up close and personal greeting with Ozzy and

appreciated the opportunity to learn more about Alpaca's during an information session. Ozzy is well known to many kids' camps, hospitals, Long Term Care Homes, and hospices where he shares his many therapeutic benefits. Residents were fascinated with their new furry friend.

Long Term Care

Occupancy

- Year to date as of Nov 30- 98.96% occupancy
- During the reporting period- 4 move ins, 5 discharges

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

- December 7, 2018- Public Health Inspector visit, no findings

Written and Verbal Complaints Summary

| Type of Compliant | Summary | Outcome (s) |
|-------------------|--|---|
| Verbal | Family complaint about co-resident wandering | Meeting held, alternatives/options reviewed. Staffing pattern adjusted. Resolved |

Compliments Summary

- 5 Verbal, 2 Written- Appreciation to the team for the excellent care and service
- Cards- Numerous Christmas cards have been received expressing appreciation for the staff and the care they provide

Occupational Health and Safety Issues

Influenza Immunization rates as follows:

- Residents- 91%
- Staff- 69%

Resident and Family Satisfaction Survey

Resident and Family Surveys completed, the results are being analyzed and action plans will be developed. Information will be provided at a future meeting.

Resident/Family Council Updates

At the December 7, Resident Council meeting the residents provided input regarding activities and program ideas which will be implemented over the holiday season.

A Family Council meeting was held November 27. The holiday season was celebrated with the group, no issues or concerns were raised.

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Three fire drills held during the month. Staff responded as required and education was provided to clarify the procedure.

As a result of IT work being completed at the administration building, there was an opportunity to test the loss of communication emergency protocols. The test was successful and there was no impact to resident care and services.