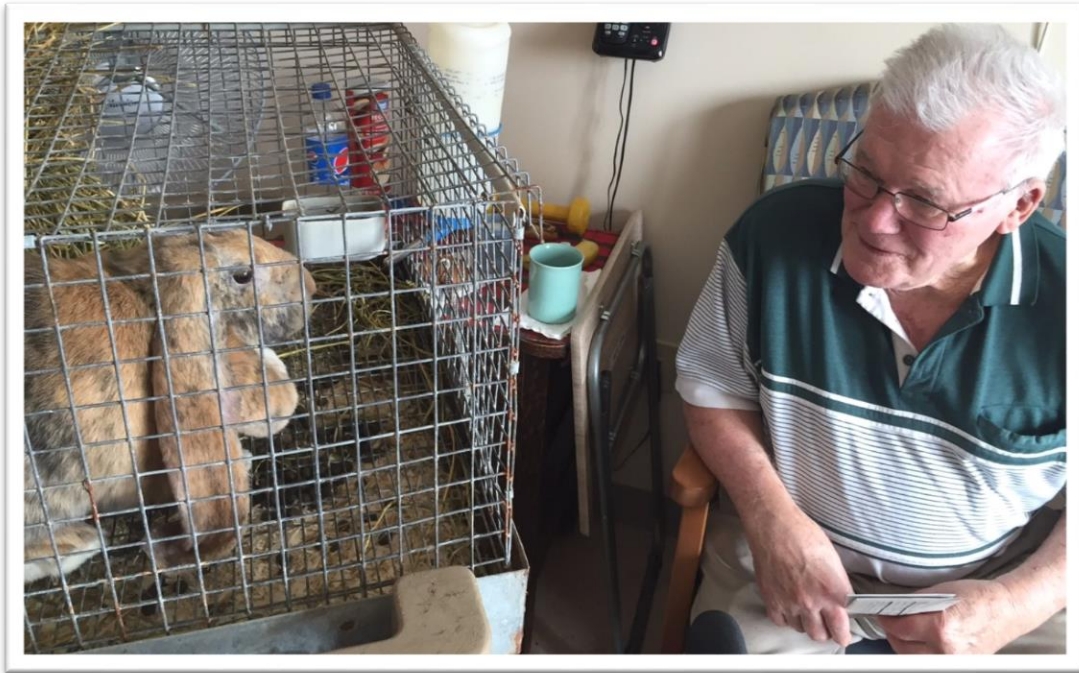




Lee Manor



Grey County Operations Report to Committee of Management Open Session

Submission Date: June 11, 2019

Information for the months of: April and May 2019

Financials

1 st Quarter	Budget	Actual	Variance
Nursing Envelope Revenue	1,931,467	1,905,747	(25,720)
Nursing Expenses		1,901,702	29,765
Net Nursing Envelope			\$4,045
Program Envelope Revenue	201,510	200,532	(978)
Program Expenses		187,205	14,305
Net Program Envelope			\$13,327
Raw Food Revenue	131,895	130,575	(1,320)
Food Expenses		130,401	1,494
Net Food			\$174
Other Accommodation Revenue	1,198,021	\$1,058,362	(139,659)
Other Accommodation Expenses		976,834	221,187
Other Accommodation Expenses			\$81,528
Note: Revenue includes provincial grant funding, resident fees and net levy requirement			

Variance Explanation

Nursing- Expenses associated with “high intensity” needs are lower than anticipated. This is offset by a corresponding reduction in revenue. Medical supplies are overspent by \$7,600 during the 1st quarter.

Programs- Expenditures for this funding envelope will trend higher in the upcoming months due to increased outings and planned resident activities.

Raw Food- Operating within budget

Accommodation- A transfer from reserve had not been completed at the end of the financial reporting period. Snow removal was over budget by \$9,000, annual payments for some computer programs were made in the first quarter resulting in an overage of \$27,000 and an invoice for Professional and Consulting fees was outstanding, all of which are anticipated to balance by the end of the year.

Scorecard: Quality

Publicly reported indicators – Q3 2018 (October – December 2018)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average

Indicator	HQO Best Practice	Ontario Average	Sienna Average	Lee Manor		
				Q2 Jul-Sept/18	Q3 Oct-Dec/18	Change
Improved or remained independent in mid-loss ADL	30.4%	29.1%	27.2%	35.3%	36.40%	
Worsened ADL	25%	33.2%	30.2%	39.4%	36.8%	↓
Worsened behavioural symptoms	8%	12.8%	10.5%	15.7%	13.9%	↓
Worsened mood from symptoms of depression	13%	23%	16.9%	38.5%	30.9%	↓
Taken antipsychotics without a diagnosis of psychosis	25.3%	19.2%	17.4%	20.5%	20.5%	=
Has fallen	9%	16.6%	16.3%	16%	12.3%	
Worsened stage 2 to 4 pressure ulcer	1%	2.7%	2.2%	0.8%	1%	
New stage 2 to 4 pressure ulcer	1%	2.2%	1.8%	0.7%	0.8%	
Daily physical restraints	3%	4%	0.9%	3.8%	3.4%	
Worsened bladder continence	12%	18%	16.3%	20.3%	19.6%	↓
Has pain	7%	5.2%	2.5%	1.6%	1.9%	
Worsened pain	6%	9.8%	6.9%	10.8%	10.1%	↓

The 3rd quarter data was recently released by the Canadian Institute for Health Information (CIHI). Lee Manor remains above the provincial average in six areas however has seen an improvement in five of the areas over the last quarter.

Two areas that have been focused on over the reporting period and actions include:

- 1) Worsened mood from symptoms of depression
 - Auditing of assessments and additional staff education to improve data accuracy

- Involvement of the interdisciplinary team including the physician, pharmacy and BSO team to support the identification and effective management of symptoms
- 2) Worsened pain
- Revised the documentation standard to ensure data accuracy and early intervention
 - Quarterly interdisciplinary pain management meetings implemented that includes the physician and physiotherapist. The team reviews residents with worsened pain and the interventions for effectiveness.

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

A Ministry of Health and Long-Term Care compliance inspector was on site at the time this report was being completed. The inspector is reviewing a number of Critical Incidents that were submitted during 2017-18. The outcome of the inspection is unknown at this time.

Scorecard: People

The Program Department is pleased to be partnering with Brock University again this year to support a Therapeutic Recreation Internship. An intern joined us on May 6th and will be with us full time for 16 weeks while learning and delivering all aspects of service within the Department.

There are currently 28 students from Georgian College completing their placements from the Personal Support Worker and Practical Nurse programs.

Sienna Partner Visits

- Clinical Partner- April 3rd and May 7th onsite visit to review and implement policies and procedures, May 2nd ADOC/DOC meeting via teleconference
- Dietary and Nutritional Care Partner – April 14th, National Dietary meeting, May 22nd, “What’s Cooking” teleconference
- Quality & Informatics Partner – April 3rd and May 2nd onsite visit, quality improvement activities
- Region 7 Executive Director/Administrator- April 25th monthly meeting and May 27th to 29th Sienna Leadership Symposium.
- Laundry and Housekeeping Partner – May 13th Networking teleconference

- Sienna Partner Resident Experience- April 8th, teleconference to review policies and procedures, May 22nd onsite visit.
- CARF webinars- April 10th, April 24th, May 8th and May 22nd

Projects, Location Events and Other

Volunteer Appreciation was celebrated during the month of April at Lee Manor. Personalized notes of thanks along with sweet treats and refreshments were offered in appreciation of our volunteers' dedication and valuable service. Lee Manor also participated in the Volunteer Fair on Monday, April 8th at the Owen Sound and North Grey Union Public Library. The volunteer display board featured volunteer opportunities which attracted lots of attention and traffic. Additionally, we made lots of valuable community connections with other organizations.

April brought the excitement of spring and a visit from a floppy eared bunny who visited room to room in celebration of Easter. The bunny did a wonderful job spreading joy, bringing bright smiles and stimulating memories of Easter from years past. The residents also enjoyed student visitors from both Alexandra and Eastridge Community Schools who joined us for a fun horticultural based program.

Mother's Day was celebrated with a Mother's Day Tea on Friday May 10th in the Ice Cream Parlour. The ladies loved drinking their tea from china teacups and eating the delicious cranberry white-chocolate scones! Later that afternoon Ronnie Harrison entertained with some classic hits which got some folks up and dancing! On Sunday, the women were presented with a carnation to recognize how much the staff appreciates them and the motherly wisdom they pass on to us daily.

In an effort to enhance the resident dining experience, we trialed the use of a Google Home Mini in our 2nd South Dining room for the month of May. The use of interactive technology before and after meals, and soft music during meal service had a positive impact on the dining room atmosphere. Residents enjoyed the immediate access to interactive trivia, daily weather reports, historical facts, funny jokes and music. The residents refer to it as "magic". The initiative has facilitated improved resident and staff engagement and resident enjoyment during the dining experience. The project will expand to an additional dining room in June.

Long Term Care

Occupancy

2019 Occupancy Data	Reporting Period	Year to Date
Occupancy	98.93%	98.34%
Move-Ins	11	29
Discharges	29	31

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

No regulatory visits during this reporting period.

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. Testing of the Fan Out and Code White emergency procedures was completed. 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 care	Investigation completed, resolved
Verbal	Family complaint related to care	Investigation completed, resolved
Verbal	Resident complaint related to environment	Investigation completed, resolved
Verbal	Family complaint related to care	Investigation completed, resolved

Compliments Summary

8 Verbal- Compliments were provided to the team in appreciation of the excellent care and service provided.

Resident and Family Satisfaction Survey

The care community is gearing up for the annual resident and family satisfaction survey to be completed in the fall. Prior to distributing the survey, the questions will be reviewed with both the Resident's Council and Family Council in June.

Resident/Family Council Updates

Resident Council meetings were held on Thursday, April 4th and Thursday, May 2nd.

Residents shared their interest in participating in upcoming educational webinars hosted by the Ontario Association for Residents' Councils. The education sessions are designed to support, strengthen and build capacity for Residents' Councils in Ontario LTC homes. Residents enjoyed the May 22 webinar- "Residents' Councils Influencing Human Resources in LTC homes" which sparked lots of conversation and ideas.

The Family Council meets bi-monthly and met on Tuesday, April 16th. There were 9 members in attendance. Family Council members were pleased to view the proposed plans for the new secured outdoor area for visitors and families to enjoy. One member also shared a brief overview of the "Butterfly" approach to care.