



Grey Gables



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 and updates will be transitioned to Sienna 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-March 31, 2019

Indicator (%)	QIP Performance April 1, 2018	CIHI Q2 Performance	Home Target March 31, 2019
Reduce stage 2-4 pressure ulcers	8.33	4.1	7.0
Reduce Antipsychotic medications	18.65	22.3	17.5
Reduce the number of falls	14.68	16.9	13.5
Reduce restraints	5.14	2.1	4.8
Health Equity Leadership training	0	75	100
Complaints acknowledged to the individual who made the complaint	100	100	100
Improve Resident Satisfaction	N/A	N/A	87.50
Reduce transfers to Emergency department	< 1	2.9 (Data from Ministry)	6.00

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

The MOHLTC Compliance Officers completed an in-depth Resident Quality Inspection over the course of 11 days. Each day, two or three inspectors were on site and reviewed records, met with staff, residents and families and observed operations. We

are currently waiting for the public document which will outline any areas of non-compliance. The document will be shared at a future Committee of Management meeting when it is available.

Scorecard: People

On November 12, 2018 the team welcomed Ryan Gillespie as the Nutrition and Environmental Manager.

Recently, all Long Term Care Homes in Ontario received new base funding for Registered Nurses in the amount of \$106, 000.00. To continue to receive the funding we are required to create and fill a new RN position. An Associate Director of Care position will be created with these funds to provide support into the evening hours. Recruitment efforts are underway.

Sienna Support Services Updates

- November 15- Clinical Care Partner visit
- November 22- Administrator attended the Sienna Region 7 Administrator Meeting.
- December 4- Dietary/Housekeeping/Laundry Partner visit to focus on Orientation for Nutrition and Environmental Manager.
- December 10- Administrator attended the Regional Administrator Meeting.
- December 13- Resident Experience Partner conducted a collaborative meeting with all three Grey County Homes Resident Family Service Managers focused on tour and move in process.

Projects, Location Events and Other

- Grey Gables staff embraced a Christmas decorating challenge made by the residents. Teams of staff decorated Christmas trees throughout the home, many with a theme. The winning tree was designed by the Dietary team.



- On November 23, the Family Council hosted the annual Family Council Movie Night.
- December 12 was the Whole House Pizza Party! Residents and staff eat together and celebrate the accomplishments of the year. It's a great opportunity for the residents and leadership to show their appreciation to all staff for how they Colour It!

Long Term Care

Occupancy

- Year to date as of Nov 30- 99.33% occupancy
- During the reporting period- 3 move ins, 2 discharges

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

- There were no regulatory visits during this reporting period.

Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Family complaint related to care	Multidisciplinary meeting held.

Compliments Summary

- Verbal- numerous resident and visitor comments on the beautiful Christmas decorations throughout the home.

Occupational Health and Safety Issues

No issues or concerns during this reporting period.

Resident and Family Satisfaction Survey

Resident and Family Surveys completed, results will be available in the New Year.

Resident/Family Council Updates

Resident Council meetings held November 27, 2018 and December 11, 2018. There were no areas of concern raised.

Family Council meeting held on November 20, 2018 and December 18, 2018. There were no areas of concern raised.

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Code Red- practiced on day shift, other shifts will be completed before the end of the month

Code Green- practiced on all three shifts on December 3, 2018.