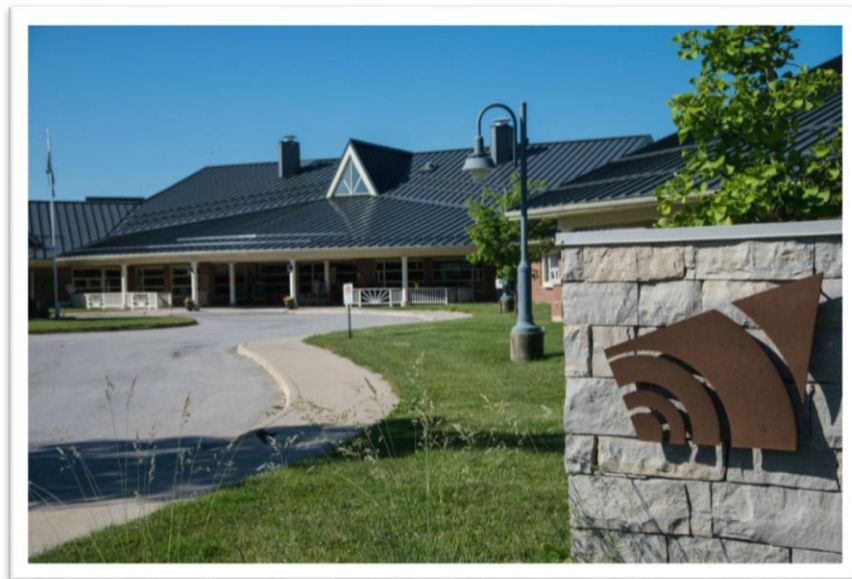




Grey Gables



Grey County Operations Report to Committee of Management Open Session

Submission Date: November 6, 2018

Information for the Month of: September 11-October 15, 2018

Financials

Financial analysis and updates will be transitioned to Sienna in 2019.

Scorecard: Quality

Data Source:

- Canadian Institute for Health Information (CIHI) quarter 1 (April to June 2018)
- QIP Data Q1 2018/19

Indicator (%)	Current Performance	Target
Reduce stage 2-4 pressure ulcers	3.2	7.0
Reduce Antipsychotic medications	22.4	17.5
Reduce the number of falls	18.5	13.5
Reduce restraints	0	4.8
Health Equity Leadership training	75	100
Complaints acknowledged to the individual who made the complaint	100	100
Improve Resident Satisfaction	N/A	87.50
Reduce transfers to Emergency department	2.9	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 are currently onsite completing the Resident Quality Inspection.

Scorecard: People

“Colour it for Yourself” was the theme for the 2018 mandatory staff training which provided an opportunity to focus on Body Mechanics and the Science of Happiness and

Wellness along with several topics that are required to meet the MOHLTC education requirements.

Staff Service Awards

- 18 staff reached service milestones this year including 2 staff who received 30-year awards and 1 staff who reached a 40-year milestone.
- Corporate service award dinner held October 4 for employees with 15, 20, 25, 30 and 40 years of service

Sienna Support Services Updates

- September 18- Financial Partner visit, budget lab
- October 1- Resident Experience Partner visit, reviewed opportunities to streamline current practices, focus on agreement renewal
- October 5- Clinical Care Partner visit- Identified priorities with a focus on the wound and skin program
- October 11- Informatics and Quality Improvement Partner, focus on the MDS-RAI and Quality Improvement programs. review of quality indicators and outcomes
- October 15- Dietary and Nutritional Care Partner visit, assisted with second round Supervisor interviews
- October 16- Clinical Care Partner visit - focused on MOHLTC Action plan review, revisions and updated

Projects, Location Events and Other

- Annual Fall Quilt Show- Several quilts that were made by residents, volunteers and staff members were displayed in the gathering area. This provided an opportunity to reminisce and showcase the talents of all involved.
- Thanksgiving Bake Sale- This annual fundraiser is enjoyed by many residents and supported by our volunteers. Everyone rolled up their sleeves and pitched in to make over 40 Apple Pies that raised \$500.00. These funds will be added to the donation account and support resident activities and outings.
- Another popular annual event is the Grey Gables Silent Auction which is currently underway.

Occupancy

- 99.33% occupancy
- 14 move ins, 13 discharges

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

- September 28- Electrical Safety Authority- Inspection, no areas of concern
- October 22- Ministry of Labour- Safe at Work, review of Workplace Violence and Harassment Program, Inspector commented on the knowledge and care of the leadership team regarding the Workplace Violence Legislation, no findings
- October 25- Public Health- Inspection, 1 (one) area of violation, corrected during the inspection

Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Family complaint raised regarding highway crossing for residents	Strategizing meeting to identify opportunities for spring 2019 Review again in the springtime when crossings will be scheduled
Verbal	Family complaint related to care	Meeting held, retraining completed Resolved.
Verbal	Family complaint related to roommate	Meeting held, room change initiated Resolved.

Compliments Summary

- Verbal- numerous resident and visitor comments on the Fall Quilt show
- Written- family thanking the team for assisting the resident to attend a very important life event.

Occupational Health and Safety Issues

No issues or concerns during this reporting period.

Resident and Family Satisfaction Survey

Resident and Family Surveys completed, waiting for results.

Resident/Family Council Updates

Resident Council meeting held October 23. Residents voiced appreciation of staff and for the good food and care. There were no areas of concern raised.

On November 24 the Annual Christmas Bazaar will be held from 10-4pm. This is open to the public and we would love members of the committee to attend.

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Code Red- practiced on all three shifts (September 26, 30, October 11)

Code Brown- practiced Oct 6, 11.