



# Lee Manor



## **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 will be transitioned to Sienna Senior Living 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 to 4 pressure ulcers	1.6	4
Reduce antipsychotic medications	18.4	20
Reduce the number of falls	17.2	14.5
Reduce the number of restraints	3.6	3.5
Health Equity Leadership training	11	100
Complaints acknowledged to the individual who made the complaint	100	100
Improve resident satisfaction	N/A	90
Reduce transfers to Emergency department	13.6	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

Follow- up inspection to Resident Quality Inspection conducted on August 22, 23, 24, 2018. Compliance orders related to assessments (skin and wound, pain) were returned to compliance.

## Scorecard: People

- Received a letter of appreciation from the Canadian Society of Nutrition Management thanking the organization for supporting Shannon Cox (Nutrition Manager) in serving on the Board of Directors
- “Thanks4giving” was the theme of the staff appreciation event held on Oct 3<sup>rd</sup>. The event acknowledged the commitment, hard work and quality service staff

provide. Apple crisp topped with vanilla ice cream was served to staff on all shifts.

#### Staff Service Awards

- 30 staff reached service milestones this year including four staff who received 25-year awards
- Corporate service award dinner held for employees with 15, 20 and 25 years of service

#### Sienna Partner Visits

- September 18- Financial Partner visit, budget lab
- October 3, 15 – Clinical Partner visit, identified priorities with a focus on wound and skin program, pain assessments, reviewed Resident Quality Inspection compliance plan and progress
- October 10, 2018- Resident Experience Partner visit, reviewed opportunities to streamline current practice, focus on admission process
- October 10, 2018- Dietary and Nutritional Care Partner, reviewed departmental priorities, focus on the auditing process
- October 10, 2018- Informatics and Quality Improvement Partner, focus on the MDS-RAI and Quality Improvement programs. review of quality indicators and outcomes
- October 24, 2018 – Participated in Volunteer Coordinator Teleconference

#### Projects, Location Events and Other

- Resident Fall Fair held in September that showcased many lovely creations. The awards ceremony included a pumpkin pie social. The displays attracted so much attention and positive feedback that they were extended over the Thanksgiving weekend for more family and visitors to enjoy. Ideas are already sparked for 2019!
- Many residents enjoyed a trip to a dairy farm where they were introduced to a modernized dairy farming and had the pleasure to watch a calf being born. This provided lots of opportunity for reminiscing and was the talk of the home for weeks!
- Residents were intrigued by the opportunity to raise monarch butterflies with our own indoor habitat kits. They learned about the lifecycle of the butterfly and celebrated with a release party in the outdoor garden area. This innovative program idea received rave reviews!

## Occupancy

- 98.94% occupancy
- 49 move ins, 48 discharges

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

- October 19, 2018- Electrical Safety Authority, no findings
- October 23, 2018- Ministry of Labour- Safe at Work, review of Workplace Violence and Harassment Program, no findings

## Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Family complaint regarding staff communication	Meeting held with family, staff education provided Unresolved
Verbal	Family complaint regarding care	Follow-up with staff Resolved
Verbal	Resident complaint regarding care	Follow-up with staff Resolved
Verbal	Resident complaint regarding clothing damaged in laundry (labeling of clothing)	Procedure for labeling heat sensitive clothing revised Resolved
Verbal	Family complaint about co-resident wandering	Meeting held, alternatives/options reviewed Resolved
Verbal	Family and Resident complaint about communication	Meeting with involved staff Resolved
Verbal	Resident complaint regarding tablemates in the dining room	Resident moved to a different table Resolved
Verbal	Power of Attorney complaint about care	Meeting held with staff Resolved
Verbal	Family member expressed concern on the use of a bed alarm only during the night	Care plan revised to reflect a higher level of monitoring Resolved

## **Compliments Summary**

- Verbal – positive comments following tour “My decision is made, it is beautiful here. It is so bright, I love the rooms. This is where I want her to live.”
- 4 Verbal, 2 Written- Appreciation to the team for the excellent care and service
- Verbal- Numerous positive feedback from Residents and Visitors on the "Fall Fair" display
- Verbal- Several compliments from Residents and Visitors regarding the fall décor. Reporting “it feels like home”
- 3 Verbal- Resident compliments on the food
- 3 Verbal- Family members pleased with resident care and transition to Lee Manor

## **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 on October 4. Residents shared input regarding activities and programing ideas which will be implemented in November/December 2018.

Family Council meeting held October 16. This continues to be a well-attended engaged group in our care community. No issues or concerns voiced. The final Family Council meeting of 2018 is scheduled for November 27.

## **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.