



Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: June 11, 2019

Information for the Month of: April and May 2019

Financials

1 st Quarter	Budget	Actual	Variance
Nursing Envelope Revenue	1,319,685	1,307,149	(12,536)
Nursing Expenses		1,149,254	170,431
Net Nursing Envelope			\$157,895
Program Envelope Revenue	96,929	95,486	(1,443)
Program Expenses		93,703	3,226
Net Program Envelope			\$1,783
Raw Food Revenue	87,930	87,051	(879)
Food Expenses		81,043	6,887
Net Food			\$6,008
Other Accommodation Revenue	778,427	684,003	(94,424)
Other Accommodation Expenses		631,197	147,230
Net Other Accommodation			\$52,806

Variance Explanation

Nursing- The PSW Coordinator was on leave resulting in a positive variance in this envelope. Benefit expenditures are currently below budget will be monitored in the coming months.

Programs- Operating within budget.

Raw Food- The Nutrition Manager will work with the Nutrition Sienna Partner to create an action plan address this variance.

Accommodation- The Building Services Supervisor was on leave, a transfer from reserve had not been completed and an invoice for Professional and Consulting fees

was outstanding at the end of the reporting period. All of these items contributed to the variances in this envelope.

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	Rockwood Terrace		
				Q2 Jul-Sept/18	Q3 Oct-Dec/18	Change
Improved or remained independent in mid-loss ADL	30.4%	29.2%	27.2%	42.6%	39.40%	
Worsened ADL	25%	33%	30.2%	31.2%	34%	↑
Worsened behavioural symptoms	8%	12.7%	10.5%	13.9%	14.4%	↑
Worsened mood from symptoms of depression	13%	23%	16.9%	33.9%	30.7%	↓
Taken antipsychotics without a diagnosis of psychosis	25.3%	19.5%	17.4%	10.4%	9.3%	
Has fallen	9%	16.4%	16.3%	13.7%	14.4%	
Worsened stage 2 to 4 pressure ulcer	1%	2.7%	2.2%	3.8%	3.5%	↓
New stage 2 to 4 pressure ulcer	1%	2.2%	1.8%	3.5%	3.1%	↓
Daily physical restraints	3%	4.3%	0.9%	2.5%	1.8%	
Worsened bladder continence	12%	17.8%	16.3%	15.1%	16.1%	
Has pain	7%	5.8%	2.5%	4.5%	2.5%	
Worsened pain	6%	9.8%	6.9%	17.8%	13.4%	↓

The 3rd quarter data has from the Canadian Institute for Health Information (CIHI) has recently been released. In the 2nd quarter Rockwood Terrace was above the provincial benchmark in five areas and the 3rd quarter data reflects six areas that exceed the provincial average. It is important to recognize that three of the indicators are less than 2% higher than the benchmark and 4 of the 5 areas that exceeded the provincial benchmark in the previous quarter are lower in the most current reporting period.

Two areas of focus include:

- 1) Worsened Stage 2-4 Pressure Ulcers are trending down and our goal is to reach the Provincial Average. Some of the interventions we have put in place for the upcoming year include:
 - Implement the Sienna policy related to Skin and Wound and educate all team members- January 2019.
 - PSW education related to basic wound care products- March 2019.
 - Registered team member training, 'Therapeutic Service Guidelines'- May 2019.
 - Occupational Therapist and Enterostomal Therapist consultation to ensure diabetic foot ulcers are assessed and coded properly.
 - Registered Team Member training related to the etiology of venous versus arterial ulcers to ensure proper assessment and coding.

- 2) Worsened Pain is trending downwards, and our goal is to reach the Provincial Average. Some of the interventions we have put in place for the upcoming year include:
 - Registered Team Member training on documentation of pain- January 2019.
 - PSW training on reporting and documentation of pain.
 - Removal of the auto population for pain in RAI MDS- February 2019.
 - Weekly auditing of coding by the RAI Coordinator.

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

Two inspectors from the Ministry of Health attended the Care Community April 15, 16 and 17 to complete a Critical Incident inspection related to four Critical Incidents-one from 2017 and three from 2018. There were no areas of non-compliance issued as a result of this inspection.

One additional inspector from the Ministry of Health attended the Care Community April 16 and 17 to complete a Complaint inspection related to a family complaint from 2017. There were no areas of non-compliance issued as a result of this inspection.

Public copies of both reports have been posted in the Care Community.

Scorecard: People

Novo Peak Health Inc. is the new provider of physiotherapy services. We are pleased that both previous physiotherapy aides, Brittany Inacio and Rebecca Jackson and the Occupational Therapist, Catherine Lawrence are staying on with the new company. We would like to welcome Bobby Kurian as the new Physiotherapist.

Sienna Partner Visits

- Quality & Informatics Partner- April 2 and May 3 visit
- Clinical Partner-April 2 visit, teleconference April 11 and May 2, meeting May 7
- Dietary and Nutritional Conference- April 7
- Resident Experience Partner-April 8 visit
- Region 7 Monthly Executive Director Meeting was held April 25
- CARF Webinars-April 10, 24, May 8, 22
- Sienna Leadership Symposium May 27-29.

Projects, Location Events and Other

- Resident's enjoyed an outing to Loves Sugarbush in Holstein on April 11. Pancakes and entertainment were enjoyed by all!
- The Easter Bunny dropped in for a visit complete with chocolates on April 20.
- A bus trip to the Community Players event in Hanover occurred April 28.
- A very successful Alzheimer's Walk and Coffee Break was held at Rockwood Terrace on May 8 raising \$520.00 for this worthwhile cause.
- The Annual Mother's Day Spa was held May 10. The ladies of the Care Community enjoyed a day of pampering including massage, reflexology, facials, manicures, make up and of course treats and pictures.

Occupancy

2019 Occupancy Data	Reporting Period	Year to Date
Occupancy	99.6%	99.12%
Move-Ins	3	18
Discharges	4	18

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

There were no regulatory visits during this reporting period.

Occupational Health and Safety Issues

Nothing to report

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Fire drills were held for April and May.

Code White was reviewed at all departmental meetings during the month of April and Code Yellow was reviewed at all departmental meetings during the month of May.

Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Family and Resident upset as she received the wrong diet.	Investigation completed, resolved
Verbal	Family upset related to late diagnosis.	Investigation completed, resolved
Verbal	Resident upset with co-resident's who have taken her belongings and shown aggression towards her. Resident wishes to go back home.	Care conference held, interventions put in place. Resident decided to remain at Rockwood. Resolved
Verbal	Family upset with co-resident's use of bathroom	Increased housekeeping and nursing checks of bathroom. Resolved
Verbal	Resident upset as roommate snores	Resident is on a wait list for a room change. Unresolved
Verbal	Family complaint related to care	Investigation completed, resolved

Compliments Summary

A letter was received from the family of a former resident related to her stay with us. Although the stay was very short, the resident had expressed how much she enjoyed being there and family were appreciative of the care she received and noted several team members specifically in their letter.

Several compliments were received related to a breakfast outing for the men, and the Mother's Day spa.

Resident and Family Satisfaction Survey

Action plans being implemented.

Resident/Family Council Updates

Resident Council meetings were held on April 12 and May 27, 2019. Program reviews were presented at the April meeting.

Family Council meeting was held May 29, 2019. Program reviews were presented at this meeting.