



Rockwood Terrace



Grey County Operations Report to Committee of Management Open Session

Submission Date: March 12, 2019

Information for the Month of: February 1-28, 2019

Financials

Financial analysis will be transitioned to Sienna in 2019.

Scorecard: Quality

Publicly reported indicators – Q2 2018 (July – Sept 2018)

Indicates Better than Ontario Average
Indicates Worse than Ontario Average
Indicates Ontario Best Practice Target Reached
Indicates Sienna Target Reached

Indicator	HQO Best Practice	Ontario	Sienna Target	Sienna Average	Rockwood Terrace
Worsened ADL	25%	33%		29.4%	31.2%
Worsened behavioural symptoms	8%	12.7%		11%	13.9%
Worsened mood from symptoms of depression	13%	23%		17.4%	33.9%
Has fallen	9%	16.4%	13.5%	16.6%	13.7%
Worsened stage 2 to 4 pressure ulcer	1%	2.7%	2%	2.2%	3.8%
Has a new stage 2 to 4 pressure ulcer	1%	2.2%		1.8%	3.5%
Daily physical restraints	3%	4.3%		0.9%	2.5%
Worsened bladder continence	12%	17.8%		15.7%	15.1%
Worsened pain	6%	9.9%	8%	7%	17.8%
Taken antipsychotics without a diagnosis of psychosis	25.3%	19.5%	20%	17.4%	10.4%
Improved or remained independent in mid-loss ADL	30.4%	29.2%		27.5%	42.6%
Has pain	7%	5.8%		2.4%	4.5%

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

No visits in this reporting period.

Scorecard: People

Sienna Partner Visits

- Quality & Informatics Partner- February 22 visit
- Dietary and Nutritional Care Partner- February 4 teleconference
- CARF-February 8 and 13 teleconferences
- Resident Experience Partner-February 14 teleconference, February 19 visit

Projects, Location Events and Other

- On February 26-27 10 PSW's received training on Communication in End of Life Care. This was a fully funded educational opportunity, where two leadership staff received the "Train the Trainer Education" in the fall of 2018. We were fortunate enough to be selected to bring the education back to the front line staff in the home at no charge to us. We will be repeating this training next week for another 10 PSW's. The funding only covers 20 PSW's but the goal is for the trained staff to put what they learn into practice and help to mentor other staff with what they have learned.
- A coffee break was held for Heart and Stroke on Tuesday Feb. 19th, raising \$112.50
- The Grandpal Program with the Grade 3-4 class at Spruce-Ridge School continues to be a hit with our residents. In addition to the letters being written back and forth we were delighted to have the kids visit in February to work on a Valentine's Day Activity. We look forward to the rest of the school year as these relationships continue to blossom through letters and visits.
- A celebration for the Chinese New Year was held on February 5th with a special luncheon which was enjoyed by all!

Occupancy

2019 Occupancy Data	Reporting Month	Year to Date
Occupancy	96.21%	97.9%
Move-Ins	6	9

2019 Occupancy Data	Reporting Month	Year to Date
Discharges	7	9

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

There were no regulatory visits during this time period.

Occupational Health and Safety Issues

Nothing to report

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Fire drills held for February.

Code Black was reviewed at all departmental meetings during the month.

Written and Verbal Complaints Summary

Type of Compliant	Summary	Outcome (s)
Verbal	Visitor upset with resident attire during visit	All staff to monitor that resident is dressed in a dignified manner. Ongoing
Written (email)	Family concerned related to length of resident's fingernails.	Nails cut, task assigned for Registered staff to check weekly. Ongoing
Verbal	Family upset that Physician did not visit Resident while doing rounds.	Health teaching provided-encouraged family to speak with Registered staff to receive current medical information. Resolved
Verbal	Family upset with Resident tray service	Process for trays changed and reviewed with PSW staff Resolved
Verbal	Family complaint regarding timing of a Funeral Home transfer	Will review at March Resident Council meeting to determine Resident's wishes.

Verbal	Resident upset regarding cleanliness of hallway and disruption of sleep.	Changes and reminders implemented to reduce disruption to sleep. Addressed cleaning routine with housekeeping staff.
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Compliments Summary

A note of thanks was included in the local paper related to a former resident- “A special thank you to the staff at Rockwood Terrace. Your compassion and caring shown to us during Mom’s stay will always be with us.”

Resident and Family Satisfaction Survey

Top 3 comment words to describe the care community: Good, Caring, Friendly

2018 Resident Results

- Overall participation rate: 83%
- 95% satisfaction with the quality of services
- 88% would recommend the home
- 100% expressed high satisfaction with
 - Respect shown
 - Clean/comfortable furnishings
 - Meals tasty/appealing
 - Being kept informed
- Areas for improvement
 - Foot care services
 - Care and concern and area is quiet for sleep

2018 Family Results

- Overall participation rate: 38%
- 97% satisfaction with the overall quality of services
- 95% would recommend the home
- Top 3 areas
 - Dignity & respect
 - Staff respectful & friendly
 - Provision of information
- Areas for improvement
 - Food options, meals tasty and appealing
 - Feels at home

Next Steps

- Meal service- explore options, improve continental breakfast and tray service

- Recreation- more men's programs, enhance the volunteer program
- Staffing- update contingency plan, address shortages
- Environmental- improve deep cleaning, painting programs
- Team member survey to be completed in q2-3 2019

Resident/Family Council Updates

A Resident Council meeting was held on February 20, 2019. The Resident Council Terms of Reference was reviewed and adopted. Resident and Family Survey results and the Home's action plan to address issues identified in the surveys were reviewed.

A Family Council meeting was held on February 26, 2019. Resident and Family Survey results and the Home's action plan to address issues identified in the surveys were reviewed.