



Grey Gables



Grey County Operations Report to Committee of Management Open Session

Submission Date: April 9, 2019

Information for the Month of: March 2019

Financials

Financial analysis and updates 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	Grey Gables
Worsened ADL	25%	33%		29.4%	41.7%
Worsened behavioural symptoms	8%	12.7%		11%	19.1%
Worsened mood from symptoms of depression	13%	23%		17.4%	33%
Has fallen	9%	16.4%	13.5%	16.6%	12.8%
Worsened stage 2 to 4 pressure ulcer	1%	2.7%	2%	2.2%	3.3%
Has a new stage 2 to 4 pressure ulcer	1%	2.2%		1.8%	2.6%
Daily physical restraints	3%	4.3%		0.9%	3.8%
Worsened bladder continence	12%	17.8%		15.7%	27.6%
Worsened pain	6%	9.9%	8%	7%	14.9%
Taken antipsychotics without a diagnosis of psychosis	25.3%	19.5%	20%	17.4%	25.6%
Improved or remained independent in mid-loss ADL	30.4%	29.2%		27.5%	37.1%
Has pain	7%	5.8%		2.4%	3.1%

Q3 results will soon be available. 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

Nothing to report

Scorecard: People

- The BSO (Behavioural Supports) Team supports the delivery of care and service specifically for residents living with dementia who may have challenging responsive behaviours. This team is made up of an RPN, two PSWs and a Program team member. They have special training specific to working with residents with responsive behaviours. The BSO Team is key in the training and support of their colleagues, providing them with skills, tools and interventions to provide excellent and safe care that Colours It for each resident.
- March 6, 2019 the BSO Team hosted a fundraising event where residents, staff and visitors could enjoy a bowl of homemade soup and a biscuit.
- March 22, 2019 Nadine Muir, RPN and BSO Lead and Jennifer Cornell, Executive Director were invited to present at the Grey Bruce BSO Collaborative. Their presentation highlights how the use of Colour It improves the lives of residents and staff.

Sienna Support Services Updates

- Quality and Informatics Partner- March 20, 2019
- Housekeeping/Laundry Partner- March 18, 2019
- Resident Experience Partner- March 4 and March 22, 2019, teleconferences
- Clinical Partner – March 6, 2019
- Regional Vice President of Operations Visit – March 27, 2019
- Region 7 Executive Directors March 28, 2019 monthly meeting

Projects, Location Events and Other

Some highlights of events and activities in this reporting period include:

- On March 5, 2019 we celebrated Fat Tuesday Mardi Gras! The Leadership Team donned aprons and served up pancakes hot off the griddle.
- Four Personal Support Worker Students are completing their 7-week praxis at Grey Gables.
- March 22, 2019 the Dietary Department and Program Department hosted our first Menu Fest. This is an opportunity for residents, family members and staff to try out a variety of samples of meals and desserts from the menu. Not only do the residents get to sample they are also encouraged to give feedback that will be used when preparing the upcoming menus. This was very well received by all.

Occupancy

2019 Occupancy Data	Reporting Month	Year to Date
Occupancy	98.7	99%
Move-Ins	3	8
Discharges	3	7

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

March 6, 2019 – Electrical Safety Authority inspection. No areas of deficiency noted.

March 22, 2019 – Call with Ministry of Labour Inspector to review December 2018 outbreak and January 2019 Outbreak.

Occupational Health and Safety Issues

There were no occupational health and safety issues during this reporting period.

Emergency Preparedness and Environmental concerns (including emergency codes practiced)

Code Red was practiced on all three shifts in March.

Code White was practiced on all three shifts in March.

Written and Verbal Complaints Summary

No complaints received during this reporting period.

Compliments Summary

A number of verbal compliments were received over the month related to the cleanliness of the home, the care and the food.

The family of resident who recently passed away brought in a lovely card and the gift of a blender for the staff lunch room.

Another grateful family brought in a gift of a Keurig coffee machine for the staff to use in the staff lunch room.

Resident and Family Satisfaction Survey

There is no update during this reporting period.

Resident/Family Council Updates

A Resident Council meeting was held March 26, 2019. There were no areas of concern raised.

The Family Council meeting held on March 19, 2019. John Broad, Maintenance Manager was invited to share information related to upcoming capital projects planned for Grey Gables.

Also discussed was a letter recently sent by the Family Council to the Ministry of Transportation regarding the installation of a cross walk near Grey Gables to assist people when crossing the highway. The nearest traffic light is approx. 0.5km north of Grey Gables. Family Council are concerned with the volume and speed of traffic entering Markdale and the potential increase in traffic with the construction of the new hospital.