



February 2017 Victoria Manor Operations Report to Committee of Management

Non-Confidential Report

Submission Date: March 20, 2017

Information for the Month of: February 2017

Financials

- With the implementation of the new City of Kawartha Lakes JDE system, financial reports for December 2016 and January 2017 will be shared as information is made available

Scorecard: Quality

- 1) Health Quality Ontario Quality Improvement Plan (QIP) 2017-18 is being prepared for posting on April 1, 2017.
- 2) LTC: MOH Compliance Orders / Inspection Findings Summary:

Date	Purpose of Visit	WN/ VPC/ CO	Findings Summary
February 21, 2017 to March 3, 2017	Resident Quality Inspection		<i>Waiting for final report</i>

Scorecard: People

- 1) Employee Engagement Survey**
- Leadership team is utilizing Wildly Important Goals (WIG) methodology to focus on orientation and retention
 - Employees receive updates every 2 months at general staff meetings

Sienna Support Services Updates

Sienna Partner Visits

- February 17 – Quality & Informatics Partner
- February 27 – VP Operations

Projects, Location Events and other

- Home was selected by Schlegel Centre for Learning, Research and Innovation in Long Term Care to present on March 16th at the Culture Change Exchange. The presentation titled “Our Willed Future” focuses on the culture change initiatives occurring in the home.

Long Term Care Update

1. Occupancy (data since last report):

Occupancy Report	Private	Semi	Basic	Short Stay	TOTAL
Admissions (+)	1	7	2	5	15
Departures (-)	0	3	0	5	8
Discounted Private or Semi – Private Beds (under 60%)	1	0	0	0	1

2. Regulatory visits i.e. MOL, Public Health:

Visitor	Date	Drivers and Actions
Public Health	February 24, 2017	Respiratory Outbreak

3. Written Complaints Summary:

Compliant	Date	Outcomes
Concerns re wheelchair, telephone connections	09-Feb-2017	Resolved
Family disappointed with the old furniture in room.	16-Feb-2017	Furniture replacement plan has been ongoing for 3 years. Resolved - Furniture was replaced in residents room
Resident's hair was wet after shower and staff did not dry. Resident meal was removed 30 minutes after being served. Communication from staff communication not received well by family	22-Feb-2017	Resolved

4. Written Compliments Summary:

Compliment	Date	Outcomes
BSO and nursing team worked with Academic Detailers with the goal to reduce anti-psychotic medication. Home was included in a paper report and will be included in a presentation on Feb 14/17	01-Feb-2017	

5. OH&S Issues (as applicable):

OH & S Issue	Date	Outcomes
Ministry of Labour visit	01-Feb-2017	Violence in the workplace policy is not reviewed annually. 1 order

6. Media Issues (as applicable):

Media Issues	Date	Outcomes
No issues noted		

7. Resident & Family Satisfaction Survey (as applicable):

Resident & Family Satisfaction Survey Scores	Date	Outcomes
Family response rate 42%. Overall Family satisfaction 82%	January 27, 2017	Family Council to review at upcoming April meeting. January meeting postponed due to outbreak

8. Employee engagement updates:

Update	Date	Outcomes
Leadership team is utilizing Wildly Important Goals (WIG) methodology to focus on orientation and retention	Ongoing weekly	Employees receive updates every 2 months at general staff meetings

9. External vacancies and hires:

Position	PT External Vacancies	TPT External Vacancies	PT External Hires	TPT External Hires	Current Status
RN	0	0	0	0	All positions have been filled
RPN	0	0	0	0	All positions have been filled
PSW	1	1	1	0	Job fair held February 22, 2017
Building Services	0	0	0	0	All positions have been filled
Dietary Aide	0	1	0	0	All positions have been filled
Life Enrichment	0	0	0	0	All positions have been filled
Reception	0	1	0	0	Interviews in process

10. Any updates re Resident/Family Councils:

Council	Date	Outcomes/ Comments
Family survey results were added to the Family Council's January 25 th meeting agenda	January 25, 2017	Due to the homes outbreak, meeting was postponed. Results to be reviewed during upcoming meeting.

11. Any contract updates i.e. Pharmacy Services / TENA / etc.:

Contracts	Date	Outcomes/ Comments
Nothing to report		

12. List all outstanding building, legal / insurance claims issues:

Council	Date	Outcomes/ Comments
Nothing to report		

13. Capital Expenses:

Issue & date	Total Spent @ 01/31/17	Approved Budget
Heating & Cooling System 1 st floor dining rooms and serveries	\$8,242	\$ 22,500
HVAC Units		\$ 56,000
Ascom Telephone System	In progress	\$ 55,000
MacMillan Common Area Furniture	\$13,591.00	\$ 15,000
Resident Café Area		\$ 6,000
Resident Room Furniture	Ordered	\$ 5,000
Dining Room Tables		\$ 2,500
Tub Rooms MacMillan/Elford	Project to start March 15	\$ 35,000
Automatic Door Openers – 1 st floor washrooms	\$4,019	\$ 3,000

Total 2017 Approved Capital	\$200,000
Total 2017 Remaining	\$174,148

14. WSIB updates:

Accidents	Incidents	Lost Time	Medical Attention	Outstanding WSIB for Month	Ongoing Outstanding WSIB Claims
0	16	0	0	None at this time	

15. Environmental concerns & emergency preparedness:

Date	Code Practiced	Outcomes/ Barriers
February 20th @ 10:07	Code Red	
February 26th @ 2:40	Code Red	
February 23rd @ 5:10am	Code Red	
February 20 th @ 10:44	Code Black	
February 21 st @ night	Code Black	

- New Emergency Manual will be implemented by March 31, 2017. Education for all staff planned April 3, 4 and 10.