



March 2017 Victoria Manor Operations Report to Committee of Management

Non-Confidential Report

Submission Date: April 24, 2017
Information for the Month of: March 2017

Financials

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

Scorecard: Quality

- 1) Health Quality Ontario Quality Improvement Plan (QIP) 2017-18 signed and submitted March 31, 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	10 WN 6 VPC	

Scorecard: People

- 1) **Employee Engagement Survey**
 - Celebrated Food Service Awareness Week
 - Celebrated Program and Leisure Week

Sienna Support Services Updates

Sienna Partner Visits

- March 7 – Quality & Informatics Partner and Clinical Partner
- March 8 – Recreation & Leisure Partner
- March 20 – VP Operations

Projects, Location Events and other

- On March 16th, Administrator presented “Our Willed Future” which focused on the culture change initiatives occurring in the home. Home was selected by Schlegel Centre for Learning, Research and Innovation in Long Term Care
- Health and Wellness Fair held March 26th. Over 15 vendors presented wellness products. Many visitors from the community attended the fair.

Long Term Care Update

1. Occupancy (data since last report):

Occupancy Report	Private	Semi	Basic	Short Stay	TOTAL
Admissions (+)	0	8	2	3	13
Departures (-)	0	5	0	3	8
Discounted Private or Semi – Private Beds (under 60%)	2	0	0	0	2

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

Visitor	Date	Drivers and Actions
Ministry of Labour	March 16, 2017	Follow up to anonymous complaint regarding violence in the workplace. Inspector indicated that no orders would be received

3. Written Complaints Summary:

Compliant	Date	Outcomes
Mail delivery process and benefits	09-Mar-2017	Resolved
Medication regime for bowels	10-Mar-2017	Resolved

4. Written Compliments Summary:

Compliment	Date	Outcomes
Family thankful for the sympathy card signed and sent by staff. Family says staff are stellar and are to be commended.	2-Mar-2017	Posted on google plus home page Posted on Kudos board
Donation given to Resident's Council in memory of resident	9-Mar-2017	Posted on Kudo's board
Card received for the wonderful care provided by staff	10-Mar-2017	Posted on Kudo's board
Resident is so happy with the care she is receiving she has declined to move to a private room closer to her family	17-Mar-2017	Posted on Kudo's board
Residents family provided home with a book in memory of their father about his life	20-Mar-2017	Posted on Kudo's board

5. OH&S Issues (as applicable):

OH & S Issue	Date	Outcomes
Violence in the workplace policy provided to all employees	27-Feb-2017	Policy provided to all employees

6. Media Issues (as applicable):

Media Issues	Date	Outcomes
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No issues noted		
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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	Families are being informed about the upcoming new web site.

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
Home specific LTC Quality Improvement Plan includes implementation of performance appraisals, increasing membership in the QWL committee, planning one fun event each month,	Ongoing	

9. External vacancies and hires:

Position	PT External Vacancies	TPT External Vacancies	PT External Hires	TPT External Hires	Current Status
RN	1	0	0	0	Interviews in progress
RPN	0	0	0	0	All positions have been filled
PSW	1	1	1	6	Job fair held February 22, 2017

Building Services	0	0	0	0	All positions have been filled
Dietary Aide	0	0	0	0	All positions have been filled
Life Enrichment	0	0	0	0	All positions have been filled
Reception	0	1	0	0	Reference checks in process

10. Any updates re Resident/Family Councils:

Council	Date	Outcomes/ Comments
Family Council held meeting	March, 2017	Satisfaction Survey results shared.

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 @ 03/31/17	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	Plan submitted to MOHLTC for approval	\$ 6,000
Resident Room Furniture	Ordered	\$ 5,000
Dining Room Tables		\$ 2,500
Tub Rooms MacMillan/Elford	\$40,398	\$ 35,000
Automatic Door Openers – 1 st floor washrooms	\$4,019	\$ 3,000
Total 2017 Approved Capital		\$200,000
Total 2017 Remaining		\$133,750

14. WSIB updates:

Accidents	Incidents	Lost Time	Medical Attention	Outstanding WSIB for Month	Ongoing Outstanding WSIB Claims
0	5	0	0	None at this time	

15. Environmental concerns & emergency preparedness:

Date	Code Practiced	Outcomes/ Barriers
March 18th @ 10:45 am	Code Red	
March 24th @ 3:45 pm	Code Red	
March 17th @ 4:00 am	Code Red	

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