



City of Kawartha Lakes
Special Council Information Meeting
May 15th 2018



The warmth of human connection

Sienna Senior Living

Vision

To awaken our communities to the positive possibilities of life's next chapters

Mission

To help you live fully, every day

Values

Respect • Passion • Teamwork
• Responsibility • Growth

Corporate Culture

- **Sienna Senior Living** named one of Canada's **Most Admired Corporate Cultures for 2017.**

Waterstone
CANADA'S
MOST ADMIRABLE
CORPORATE
CULTURES
2017

Sienna joins a prestigious club of past winners:



AIR CANADA

TELUS

CF
Cadillac
Fairview

Tim Hortons

Manulife



WESTJET



Executive Summary



This presentation highlights the results of the longstanding management relationship between Sienna Senior Living and Victoria Manor. Our commitment remains ongoing to providing high quality management services to support the every day work of the team at Victoria Manor which is best in class.

As we look back on the successes of the past years, including exceptional performance in NOI, Resident and Family Satisfaction, and Employee engagement, we also look forward to opportunities for the continued growth of Victoria Manor within the provincial landscape of LTC. While navigating together through the ever increasing complexities of the sector, Victoria Manor has been able to improve the quality and service and continues to Create and Celebrate a Purposeful, Exceptional Quality of Life for residents served.

Summary of Management Services

- Operations/ Policy & Procedures
- Quality & Risk Management
- Nursing & Clinical Support & Programs
- Dietary & Nutritional Care Services
- Recreation & Leisure (Programs) Support
- Environmental Support
- Staff Learning & Development
- Procurement/ Preferred Pricing
- Financial Management
- Human Resources
- Health and Safety Support and Programs

Managed Services Model

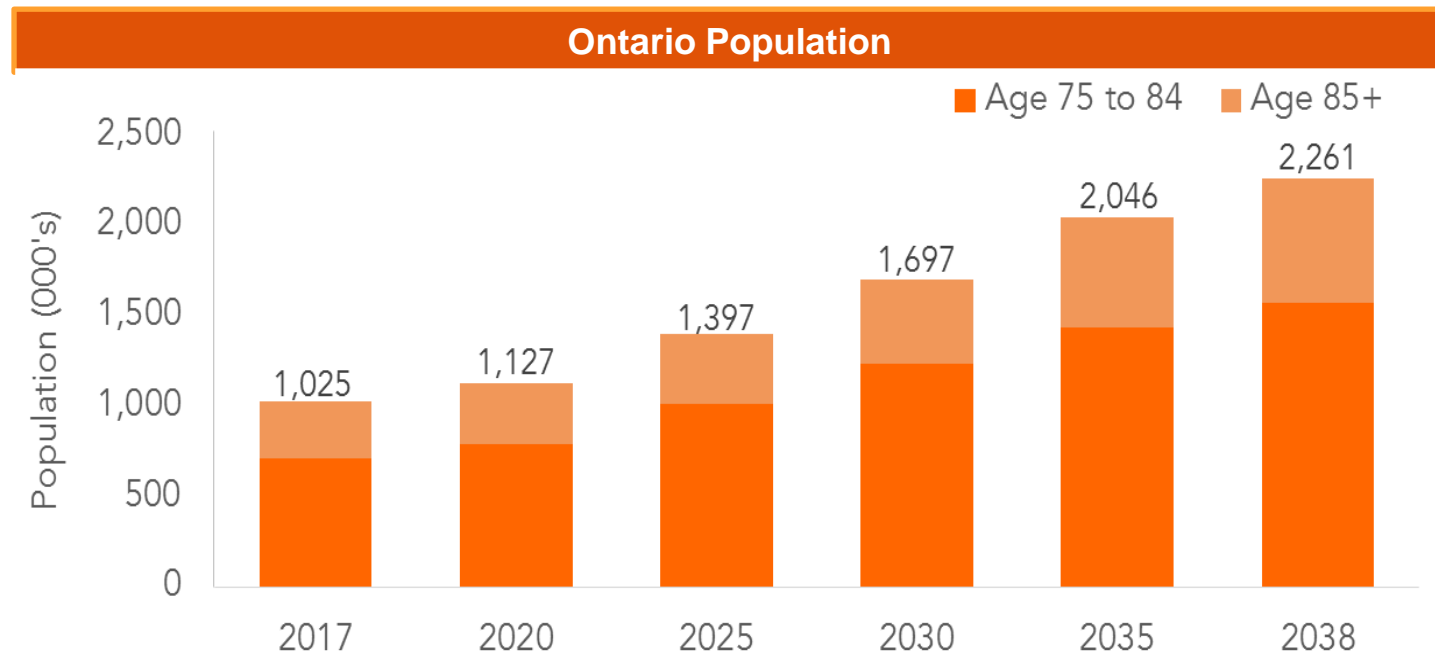


Long Term Care in Ontario



- Increasingly complex
- Increasing regulation
- Increasing resident acuity
- Increased risk management
- Chronic misunderstanding of our sector

Demand for Seniors Living



The current waitlist for access to long-term care in Ontario is over 32,000 individuals
There are 154 individuals currently on the Victoria Manor waitlist

Long Term Care/Residential Care Resident

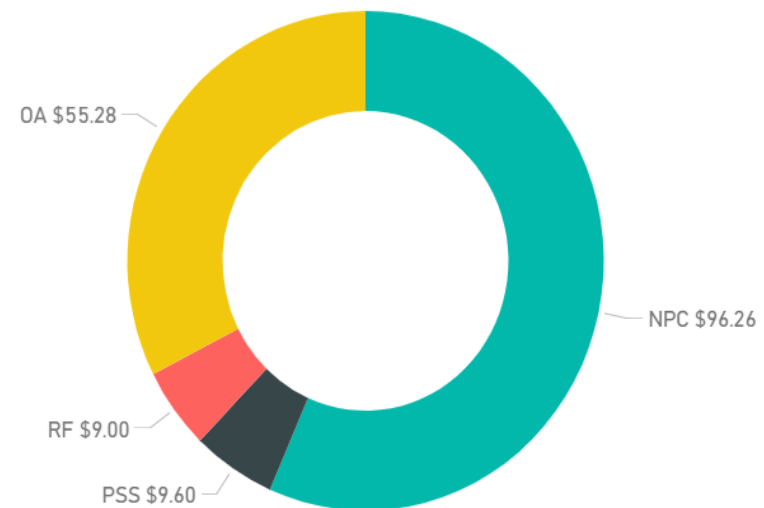
- Average age: 85
- Average Length of Stay: 18 months; with 55% of residents discharged <6 month (ON)
- Approximately 70% of the population is female
- Residents now have more complex health challenges, e.g. 97% need help with Activities of Daily Living; 97% have chronic conditions; 90% have cognitive impairment



Provincial Funding for LTC Last Year 2017-2018

A total of \$170,249,600 more
for long term care

- 2% for NPC and PSS. Equating to an additional \$98,694.00 for Victoria Manor
- 1.6% for OA, equal to National CPI increase. Equating to an additional \$27,016.00 for Victoria Manor
- 6.6% for raw food
- \$10 million more for Behavioral Supports Ontario (BSO).
- 1.4% increase in co-pay



Level of care funding July
2017



Victoria
Manor Home
for the Aged

Victoria Manor Operating Performance

Resident
Experience
“Overall Satisfaction”

Family Experience
“Overall Satisfaction”

Team member
Engagement
“I support the overall
direction of my
organization”

2016	89.0%
2017	92.0%
Sienna 2017	89.0%

2016	82.0%
2017	85.0%
Sienna 2017	80.0%

2016	83.5%
2017	85.8%
Sienna 2017	87.6%

Quality Improvement Plans

2017

- Incident Management System – Emergency Preparedness
- Orientation program
- Portable telephone system
- Culture change
- Orders Management
- Quality Care improvements to indicators

2018

- Maintenance Care- electronic software program
- Enhancement to the current telephone system
- Point Click Care- One Record
- Clinical support tools
- Quality Care improvements to indicators
- Team member engagement
- Culture change

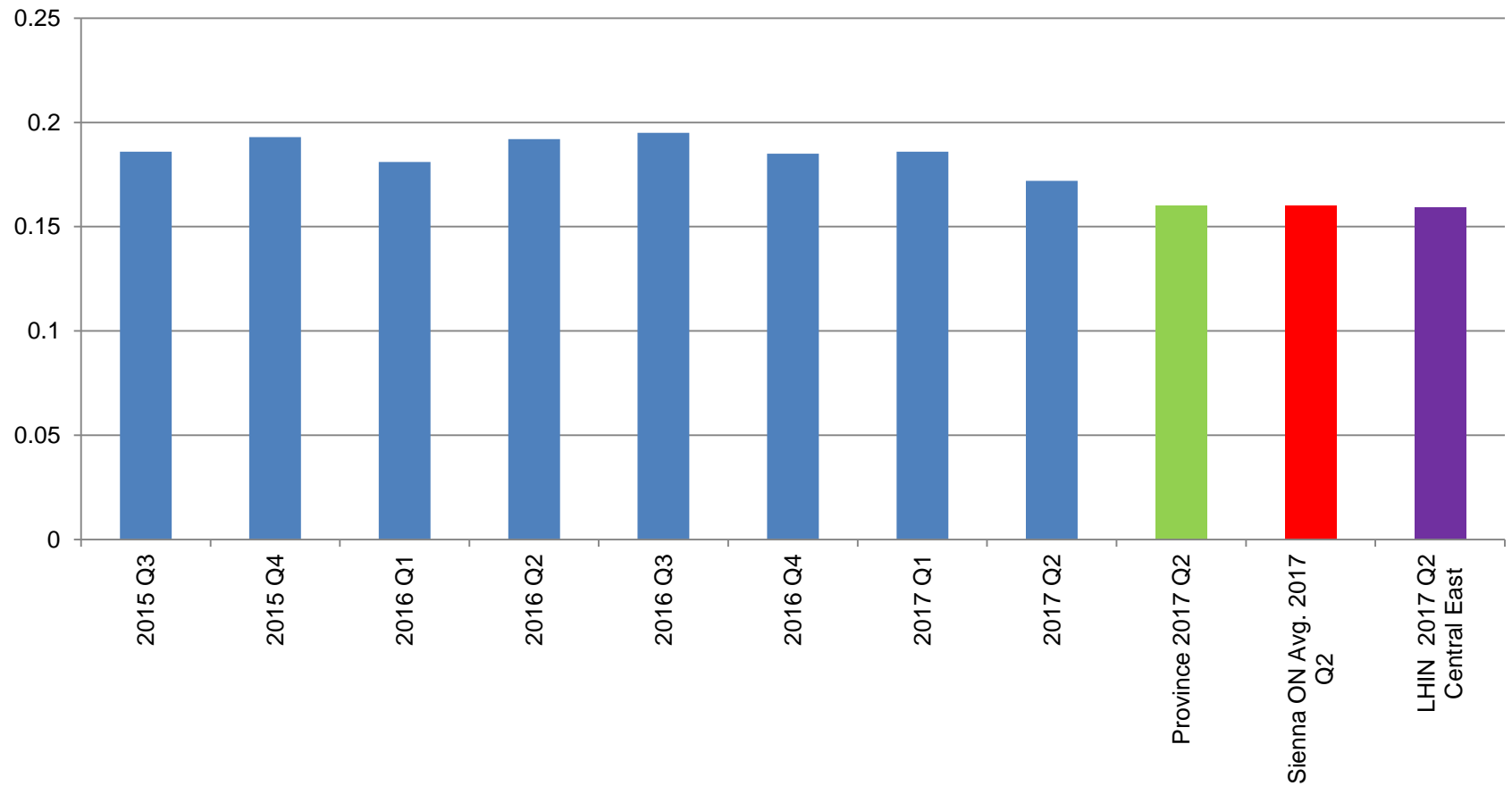
2019

- Mobile Point of Care

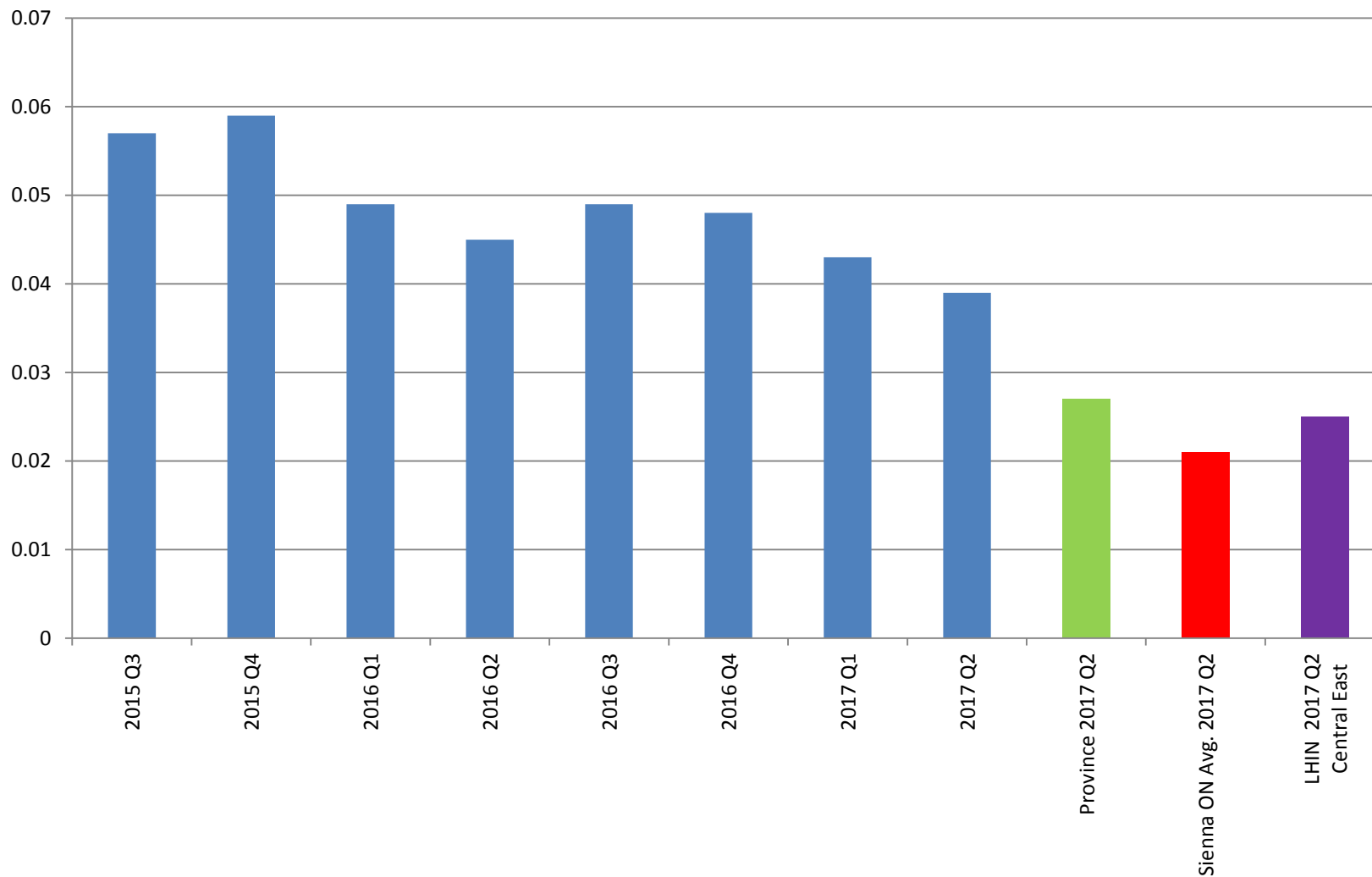
Key clinical initiatives for Victoria Manor

- Reduce # of falls
- Reduce # of worsening pressure ulcers
- Reduce the use of restraints (seat belts and bed rails)
- Reduce the use of antipsychotic medication in dementia care
- Reduce # of residents with pain
- Reduce # of emergency room transfers

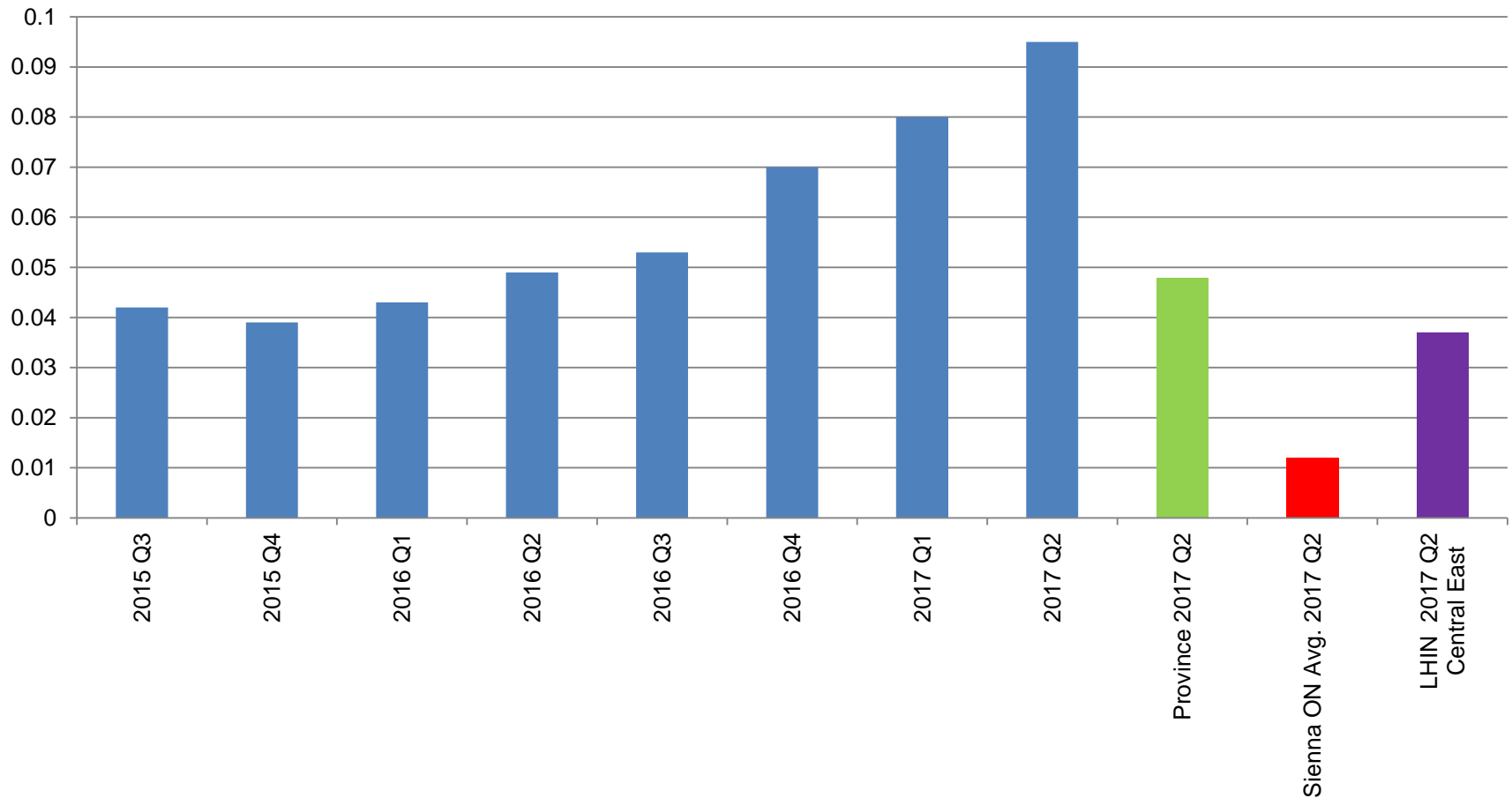
**CIHI
Q3 2015 - Q2 2017
Has fallen**



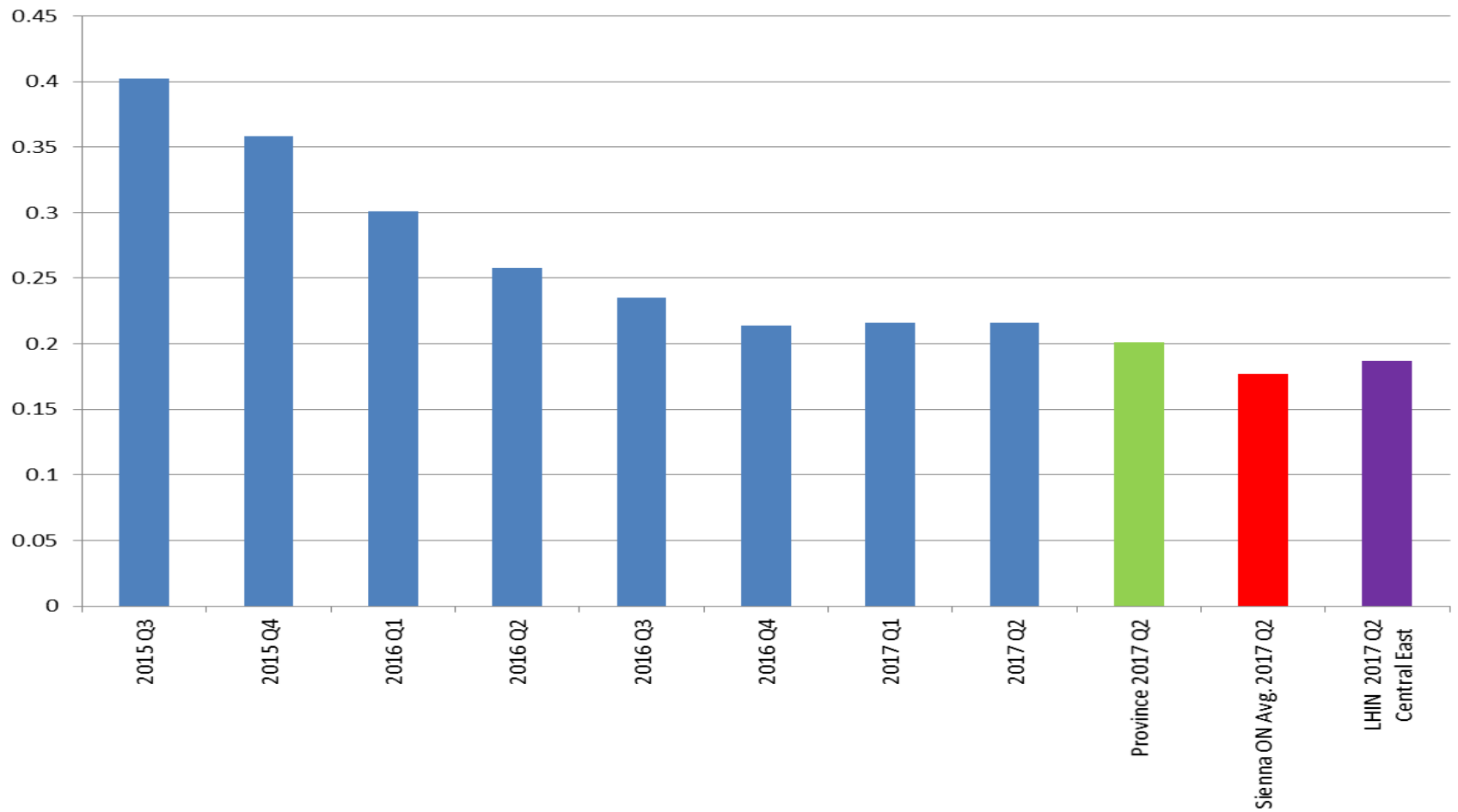
CIHI
Q3 2015 - Q2 2017
Worsened stage 2 to 4 pressure ulcer



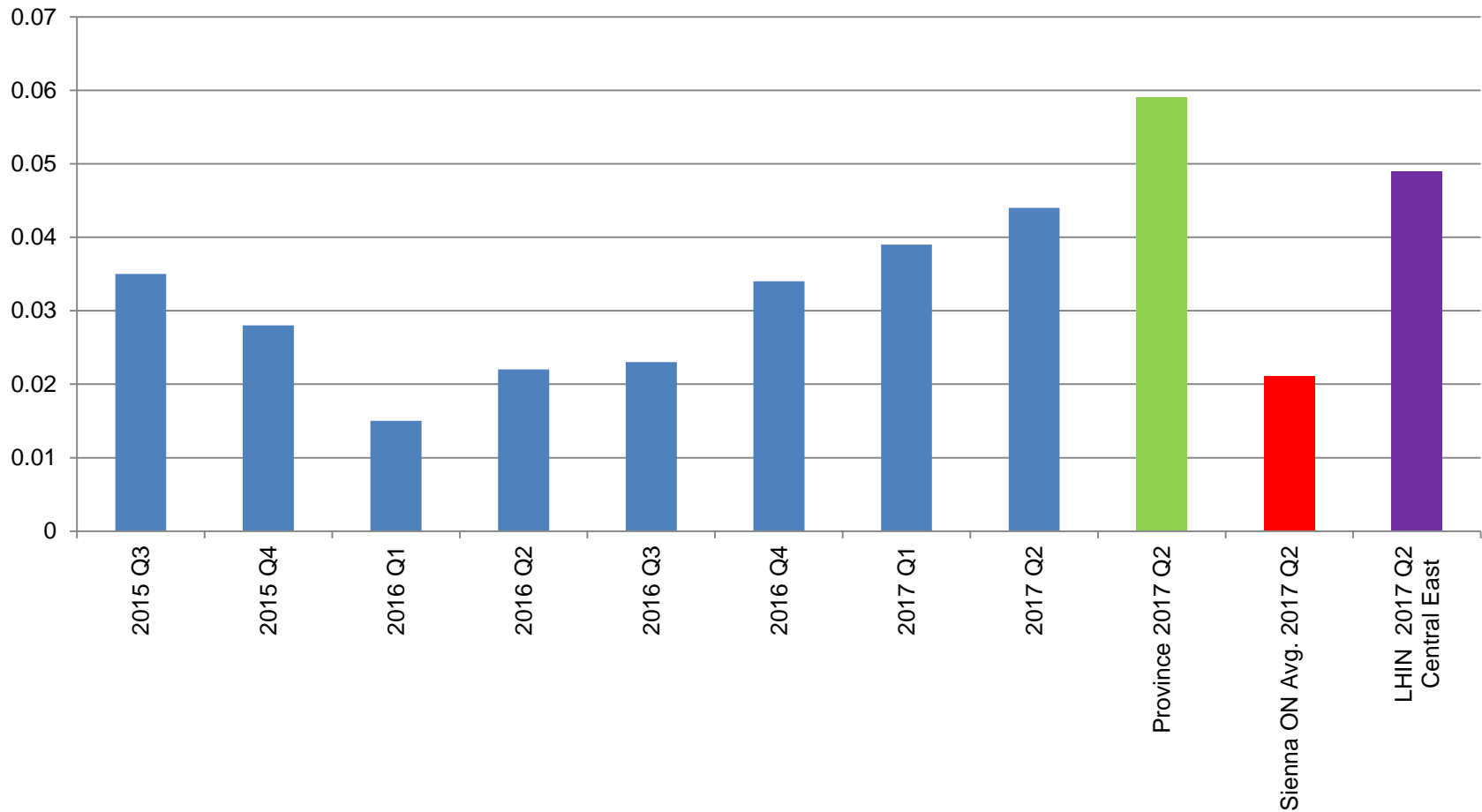
**CIHI
Q3 2015 - Q2 2017
Daily physical restraints**



CIHI
Q3 2015 - Q2 2017
Taken antipsychotics without a diagnosis of psychosis



**CIHI
Q3 2015 - Q2 2017
Has pain**



ED Transfers

Victoria Manor	Provincial Average	Sienna Average
2015/16 41.70%	2015/16 23.8%	2015/16 24.9%
2016/17 29.70%	2016/17 23.7%	2016/17 25.20%
2017/18 Not yet published	2017/18 Not yet published	2017/18 Not yet published

Giving back to our local community

- Working with the United Way
 - Sienna Senior Care has fundraised \$100,000.00
 - Victoria Manor has fundraised \$1000.00
- Annually host a wellness fair open to the public
- Annual Car Show (funds donated to Resident Council)
- Being apart of The Canada 150 community walk
- Being apart of the community trail walk



Thank you

