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July 31, 2017

Victoria Manor  
220 Angeline St. South  
Lindsay, ON K9V 4R2  
Delivered by Email

Dear Victoria Manor Team,

You were recently highlighted in the OLTCA Newsletter (dated July 25), for your work in Academic detailing for antipsychotic reduction. The Centre for Effective Practice released positive findings on how academic detailing can help to enhance resident care and outcomes in homes, based on their experience in 41 Ontario long-term care homes. As you are aware, this service encouraged providers to prescribe antipsychotics appropriately and review medication to prevent falls, and this process also increased provider confidence to incorporate best practices and improved team communication.

We were very proud to see Victoria Manor highlighted in the results summary statement shared as a Case Study, and greatly honour your efforts in bringing about a 16% reduction in the percentage of residents taking antipsychotic medication without a diagnosis of psychosis over 12 months – this is an incredible testament to your ongoing commitment to providing the best resident care and services.

Thank you so much for this, and for all that you do every day.

Yours Sincerely,

A handwritten signature in blue ink, appearing to read "Joanne Dykeman".

Joanne Dykeman, RN, MA  
Executive Vice President, Operations  
Sienna Senior Living

cc: Sanja Freeborn, Vice President, Operations  
Victoria Manor Committee of Management