



June 2018 Victoria Manor Operations Report to Committee of Management

Non-Confidential Report

Submission Date: July 16, 2018

Information for the Month of: June 2018

Financials

Table 1: Victoria Manor Executive Summary Statement of Earnings: May 2018

	Current Month Actual	Current Month Budget	Current Month Variance	Year-to-Date Actual	Year-to-Date Budget	Year-to-Date Variance
Resident Days	5,067	5,069	(2)	24,415	24,690	(275)
Occupancy %	98.46%	98.5%	0.0%	97.4%	98.5%	(1.1%)
Nursing Envelope Funds	574,296	569,991	4,306	2,757,352	2,738,466	18,886
Nursing Expenses	631,715	622,484	(9,232)	3,103,820	2,969,129	(134,691)
Net Nursing Envelope	(57,419)	(52,493)	(4,926)	(346,467)	(230,663)	(115,804)
Program Envelope Funds	62,684	62,353	331	300,349	301,686	(1,337)
Program Expenses	61,779	57,336	(4,443)	285,766	278,337	(7,429)
Net Program Envelope	906	5,017	(4,112)	14,583	23,349	(8,766)
Food Envelope Funds	46,314	46,314	-	225,594	225,594	-
Food Expenses	49,406	46,314	(3,092)	225,807	225,594	(213)
Net Food Envelope	(3,092)	-	(3,092)	(213)	-	(213)
Accommodation Revenue	341,588	331,005	10,583	1,651,579	1,612,408	39,171
Accommodation Expenses						
Dietary Expenses	95,377	92,744	(2,633)	471,131	446,027	(25,104)
Housekeeping Expenses	44,381	41,796	(2,585)	215,184	200,855	(14,328)
Laundry Expenses	17,891	17,804	(87)	80,641	87,747	7,106
Maintenance Expenses	32,927	44,555	11,628	187,653	218,664	31,010
Administration Expenses	14,471	42,889	28,418	182,023	209,633	27,610

	Current Month Actual	Current Month Budget	Current Month Variance	Year-to-Date Actual	Year-to-Date Budget	Year-to-Date Variance
Facility Expenses	80,330	72,826	(7,504)	402,489	459,248	56,759
Accommodation Expenses	285,379	312,615	27,236	1,539,121	1,622,174	83,053
Other Accommodation - NOI	56,209	18,390	37,819	112,458	(9,766)	122,223
Over/Under Adjustment	(56,726)	(47,476)	(2,880)	(332,097)	(207,314)	-
Net Operating Income	(517)	(29,086)	28,569	(219,639)	(217,079)	(2,559)
Capital Reserve	(12,623)	(26,761)	14,138	(105,529)	(133,805)	28,276
Net Income (Loss)	(13,140)	(55,847)	42,707	(325,167)	(350,884)	25,716

Variance Explanations

Nursing Revenue: Year-to-Date (YTD) Nursing revenue is favorable (\$19K) mainly due to higher Hi-Intensity claims revenue (\$34K), offset by lower BSO funding (\$16K).

Nursing Expenses – Direct: YTD Direct wages are unfavorable (\$66K) due to higher benefits (\$26K), higher agency wages (\$82K), higher PSW wages (\$27K), offset by lower RN wages (\$15K), lower RPN wages (\$27K), lower BSO (\$16K), lower PSW-HIN supplementary staffing (\$5K), and lower MDS-RAI (\$6K).

Nursing Expenses – Administration: YTD Nursing Admin expenses are unfavorable (\$69K) mainly due to higher wages (\$13K), higher benefits (\$9K), higher equipment expenses (\$11K), higher hi-intensity costs (\$38K), higher incontinence supplies (\$1K), higher medical supplies (\$14K), higher physician fees (\$2K), offset by lower computer expense (\$1K), lower staff cost (\$2K), and lower recovered costs (\$16K).

Program Expenses: YTD Program expenses are unfavorable (\$7K) due to higher wages (9K), higher benefits (\$2K), higher supplies (\$1K), offset by lower equipment expenses (\$1K), lower staff costs (\$1K), lower transportation cost (\$1K), and lower physio expenses (\$1K).

Accommodation Revenue: YTD Accommodations Revenue is favorable (\$39K) mainly due to higher preferred revenue (\$27K), higher vendor rebates (\$26K), offset by lower accreditation funding (\$8K), lower other revenue from foot care and haircare (\$2K), lower donation revenue (\$1K), and lower incontinence revenue (\$3K).

Dietary Expenses: YTD Dietary expenses are unfavorable (\$25K) due to higher wages (\$32K), higher equipment expenses (\$1K), offset by lower benefits (\$2K), lower dishes,

cutlery, and utensil expenses (\$3K), lower supplies (\$2K), and lower bedding and linen (\$2K).

Housekeeping Expenses: YTD Housekeeping expenses are unfavorable (\$14K) due to higher wages (\$15K), higher benefits (\$1K), offset by lower supplies (\$2K).

Laundry Expenses: YTD Laundry expenses are favorable (\$7K) mainly due to lower wages (\$1K), lower benefits (\$4K), lower equipment expenses (\$1K), lower bedding and linen (\$2K), offset by higher supplies (\$1K).

Maintenance Expenses: YTD Maintenance expenses are favorable (\$31K) due to lower benefits (\$2K), lower alarm (\$2K), lower building repair (\$1K), lower elevator expenses (\$2K), lower equipment expenses (\$4K), lower fire system (\$2K), lower generator expenses (\$4K), lower heating and air conditioning (\$9K), lower contracted services (\$4K), lower lighting (\$1K), lower plumbing (\$8K), lower supplies (\$3K), offset by higher wages (\$4K), higher electrical expenses (\$3K), and higher landscaping and snow removal (\$5K).

Facility Expenses: YTD Facility expenses are favorable (\$57K) due to lower management fees (\$9K), lower gas expenses (\$5K), lower hydro expenses (\$33K), lower water and sewage (\$8K), and lower waste removal (\$3K).

Table 2: Year to Date Capital Expenses: May 2018

Capital Expense	Year-to-Date Expenses	Approved 2018 Budget
VM18-01 Circulating Pipe Repairs	\$21,547	\$33,000
VM18-02 Kitchen Steamer and Soup Kettle Replacement	0	\$20,000
VM18-03 Resident Room Furniture Replacement	\$20,391.40	\$22,000
VM18-04 MacMillan Common Area Furniture	0	\$18,476
VM18-05 Hi Low Electric Beds	\$11,002.71	\$12,000
VM18-06 2 nd Servery Renovations	0	\$40,000
VM18-07 Blixer	0	\$6,000
Totals	\$52,941.11	\$151,476.00

Scorecard: Quality

Table 3: Canadian Institute for Health Information (CIHI) quarter 4 (January to March 2018) results.

Indicator	2017 Q4 Current Performance	Target
Reduce transfers to Emergency department	26.94	37.00
Improve Resident Satisfaction	92.00	89.00
Reduce Antipsychotic medications	19.50	24.00
Reduce stage 2-4 pressure ulcers	4.90	4.50
Reduce the number of falls	14.2	23.00
Reduce the number of restraints	11.80	3.10

We will continue with 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

Annual Resident Quality Inspection completed March 5 to 9, March 12 to 16 and March 19 to 22. Awaiting public inspection report.

Scorecard: People

Employee Engagement Survey

- 9 team members were recognized by family members and peers through the Spot A Star program
- Long Term Care Quality Improvement Plan has been developed to address results. Action plan targets on track.
- Quality of Work-Life Committee hosted 2 events for team members in June. Wear Plaid for Dad day was held for all shifts on June 15th to raise awareness of prostate cancer. All men working on Father's Day was given a small tree seedling

Sienna Support Services Updates

Sienna Partner Visits:

- June 18 – VP Operations
- June 11 and 22 – Quality Informatics Partner
- June 22 – Resident Care Partner

Projects, Location Events and Other

- Annual Antique Car Show and Community Fun night held June 15th

Long Term Care Update

Occupancy (data since last report)

- 97.1% occupancy
- 2 Discounted Private or Semi-private beds (under 60%)
- 10 move ins and 9 discharges

Regulatory visits i.e. MOL, Public Health

No regulatory inspections completed in June.

Written and Verbal Complaints Summary

June 25, 2018 verbal complaint received from a family who felt that residents did not have enough access to the outdoors from 2nd floor. Complaint resolved.

Compliments Summary

Nothing to report

Occupational Health and Safety Issues

Nothing to report

Resident and Family Satisfaction Survey

Each month a manager is attending resident council to provide residents with an update on their respective departments.

Resident/Family Council Updates

Resident's Council and Family Council reviewed and approved the revised 2018 satisfaction survey questionnaire.

Emergency Preparedness and Environmental concerns

Code Red fire drills held on June 21, 2018 days, June 10, 2018 evenings and June 30, 2018 nights.