



August 2018 Victoria Manor Operations Report to Committee of Management

Non-Confidential Report

Submission Date: September 10, 2018

Information for the Month of: August 2018

Financials

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

	Current Month Actual	Current Month Budget	Current Month Variance	Year-to- Date Actual	Year-to- Date Budget	Year-to- Date Variance
Resident Days	5,082	5,069	13	34,382	34,664	(282)
Occupancy %	98.76%	98.5%	0.3%	97.7%	98.5%	(0.8%)
Nursing Envelope Funds	568,175	569,991	(1,815)	3,891,708	3,860,686	31,021
Nursing Expenses	641,959	622,484	(19,475)	4,329,921	4,175,134	(154,787)
Net Nursing Envelope	(73,784)	(52,493)	(21,291)	(438,213)	(314,447)	(123,765)
Program Envelope Funds	62,137	62,353	(216)	422,994	424,761	(1,767)
Program Expenses	58,110	57,336	(775)	399,719	390,785	(8,934)
Net Program Envelope	4,027	5,017	(990)	23,275	33,976	(10,701)
Food Envelope Funds	46,314	46,962	(648)	316,728	317,376	(648)
Food Expenses	44,295	46,962	2,667	314,553	317,376	2,823
Net Food Envelope	2,019	-	2,019	2,175	-	2,175
Accommodation Revenue	339,561	334,988	4,573	2,320,466	2,267,747	52,719
Accommodation Expenses						
Dietary Expenses	96,770	92,744	(4,026)	657,399	625,389	(32,009)

	Current Month Actual	Current Month Budget	Current Month Variance	Year-to-Date Actual	Year-to-Date Budget	Year-to-Date Variance
Housekeeping Expenses	38,515	41,796	3,281	291,760	281,704	(10,056)
Laundry Expenses	16,160	17,804	1,644	114,306	122,193	7,887
Maintenance Expenses	34,455	44,539	10,084	268,129	307,654	39,526
Administration Expenses	37,615	42,889	5,274	259,549	294,041	34,492
Facility Expenses	72,209	100,580	28,371	539,281	665,371	126,090
Accommodation Expenses	295,724	340,353	44,629	2,130,422	2,296,353	165,931
Other Accommodation - NOI	43,837	(5,365)	49,202	190,044	(28,606)	218,649
Over/Under Adjustment	(69,757)	(47,476)	2,019	(414,938)	(280,472)	2,175
Net Operating Income	(25,920)	(52,841)	26,921	(224,895)	(309,077)	84,183
Capital Reserve	(12,623)	(26,761)	14,138	(173,189)	(187,326)	14,138
Net Income (Loss)	(38,543)	(79,602)	41,059	(398,083)	(496,404)	98,321

Variance Explanations

Nursing Revenue: Year-to-Date (YTD) Nursing revenue is favorable (\$31K) mainly due to higher Hi-Intensity claims revenue (\$41K) and higher RPN initiative funding (\$1K), offset by lower BSO funding (\$11K).

Nursing Expenses – Direct: YTD wages are unfavorable (\$86K) due to higher benefits (\$19K), higher agency wages (\$132K), higher PSW wages (\$23K), offset by lower RN

wages (\$14K), lower RPN wages (\$48K), lower BSO wages (\$11K), lower PSW-HIN supplementary staffing (\$7K), and lower MDS-RAI (\$7K).

Nursing Expenses – Administration: Admin expenses are unfavorable (\$68K) mainly due to higher wages (\$16K), higher benefits (\$10K), higher equipment expenses (\$10K), higher hi-intensity costs (\$47K), higher incontinence supplies (\$4K), higher medical supplies (\$16K), higher physician fees (\$2K), offset by lower computer expense (\$3K), lower staff cost (\$3K), and lower recovered costs (\$31K).

Program Revenue: YTD Program revenue is unfavorable (\$2K) due to lower physio funding (\$2K).

Program Expenses: YTD Program expenses are unfavorable (\$9K) due to higher wages (10K), higher benefits (\$3K), higher supplies (\$1K), offset by lower equipment expenses (\$1K), lower staff costs (\$2K), lower transportation cost (\$1K), and lower physio expenses (\$1K).

Accommodation Revenue: YTD Accommodations Revenue is favorable (\$53K) mainly due to higher basic revenue (\$3K), higher preferred revenue (\$39K), higher vendor rebates (\$28K), offset by lower accreditation funding (\$12K), lower other revenue from foot care and haircare (\$1K), lower donation revenue (\$1K), and lower incontinence revenue (\$4K).

Dietary Expenses: YTD Dietary expenses are unfavorable (\$32K) due to higher wages (\$44K), offset by lower benefits (\$3K), lower equipment expenses (\$3K), lower dishes, cutlery, and utensil expenses (\$3K), lower supplies (\$1K), and lower bedding and linen (\$3K).

Housekeeping Expenses: YTD Housekeeping expenses are unfavorable (\$10K) due to higher wages (\$17K) and higher benefits (\$1K), offset by lower supplies (\$5K) and lower equipment expenses (\$3K).

Laundry Expenses: YTD Laundry expenses are favorable (\$8K) mainly due to lower benefits (\$5K), lower bedding and linen (\$5K), offset by higher equipment expenses (\$1K) and higher chemical and cleaning supplies (\$1K).

Maintenance Expenses: YTD Maintenance expenses are favorable (\$40K) due to lower benefits (\$3K), lower alarm (\$3K), lower building repair (\$3K), lower elevator expenses (\$4K), lower equipment expenses (\$3K), lower generator expenses (\$4K), lower heating and air conditioning (\$12K), lower contracted services (\$4K), lower lighting (\$2K), lower plumbing (\$9K), lower pest control (\$1K), lower supplies (\$4K), offset by higher wages (\$6K), higher electrical expenses (\$4K), higher fire system (\$1K), and higher landscaping and snow removal (\$2K).

Administration Expenses: YTD Administration expenses are favorable (\$34K) due to lower bad debts (\$3K), lower office equipment expenses (\$15K), lower professional fees partly due to release of \$25K arbitration costs (\$39K), lower purchased services (\$8K), lower supplies (\$9K), offset by higher wages (\$20K), higher benefits (\$2K), higher

association fees (\$4K), higher collection cost (\$1K), higher communication expenses (\$2K), higher computer expenses (\$6K), higher paper supplies (\$2K), higher staff cost (\$1K), and higher travel expenses (\$2K).

Facility Expenses: YTD Facility expenses are favorable (\$126K) due to lower management fees (\$10K), lower gas expenses (\$8K), lower hydro expenses (\$78K), lower water and sewage (\$29K), and lower waste removal (\$1K).

Table 2: Year to Date Capital Expenses: July 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	\$16,411.85	\$20,000
VM18-03 Resident Room Furniture Replacement	\$20,391.40	\$22,000
VM18-04 MacMillan Common Area Furniture	\$10,362.22	\$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	\$4,675.16	\$6,000
Totals	\$83,390.34	\$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

- 7 team members were recognized by family members and peers through the Spot A Star program
- Mindfulness information session held on August 7, 2018 was offered to all team members

Sienna Support Services Updates

Sienna Partner Visits:

- August 20 – VP Operations
- August 22 – Informatics & Quality Partner
- August 27 – Resident Care Partner

Projects, Location Events and Other

- Annual whole home Bar-B-Que held

Long Term Care Update

Occupancy (data since last report)

- 97.7% occupancy
- 2 Discounted Private or Semi-private beds (under 60%)
- 10 move ins and 9 discharges

Regulatory visits i.e. MOL, Public Health

Ministry of Labour follow up inspection completed. No findings.

Written and Verbal Complaints Summary

Nothing to report.

Compliments Summary

Received two cards of thanks families thanking the team for the wonderful care their loved one received.

Received a written letter from a family member thanking the Vaga house team for the wonderful care provided to their mother.

Occupational Health and Safety Issues

Nothing to report

Resident and Family Satisfaction Survey

Resident and Family Satisfaction Surveys will be distributed the week of September 5.

Resident/Family Council Updates

Human Resource Generalist attended Resident Council meeting.

Emergency Preparedness and Environmental concerns

Code Red fire drills held on August 18, 2018 days, August 17, 2018 evenings and August 19, 2018 nights.

911 Emergency System tested on land line telephones, in charge portable telephone and in charge cell phone.

Code Yellow drill held on August 14, 2018 evenings.

Code White drill held on August 1, 2018 days.