



February 2018 Victoria Manor Operations Report to Committee of Management

Non-Confidential Report

Submission Date: March 19, 2018

Information for the Month of: February 2018

Financials

<div> <div>VICTORIA MANOR</div> <div>Executive Summary Statement of Earnings</div> <div>January 2018</div> </div>										
	Current Month					Year-to-Date				
	Actual	Actual PRD	Budget	Budget PRD	Variance	Actual	Actual PRD	Budget	Budget PRD	Variance
Resident Days	5,010		5,069		(59)	5,010		5,069		(59)
Occupancy %	97.36%		98.5%		-1.1%	97.4%		98.5%		(1.1%)
Nursing Envelope Funds	553,794	110.54	555,591	109.61	(1,798)	553,794	110.54	555,591	109.61	(1,798)
Nursing Expenses	608,765	121.51	606,351	119.62	(2,415)	608,765	121.51	606,351	119.62	(2,415)
Net Nursing Envelope	(54,972)	(10.97)	(50,759)	(10.01)	(4,212)	(54,972)	(10.97)	(50,759)	(10.01)	(4,212)
Program Envelope Funds	60,912	12.16	61,136	12.06	(224)	60,912	12.16	61,136	12.06	(224)
Program Expenses	59,430	11.86	56,617	11.17	(2,813)	59,430	11.86	56,617	11.17	(2,813)
Net Program Envelope	1,483	0.30	4,519	0.89	(3,036)	1,483	0.30	4,519	0.89	(3,036)
Food Envelope Funds	46,314	9.24	46,314	9.14	-	46,314	9.24	46,314	9.14	-

Food Expenses	45,593	9.10	46,314	9.14	721	45,593	9.10	46,314	9.14	721
Net Food Envelope	721	0.14	-	-	721	721	0.14	-	-	721
Accommodation Revenue	329,112	65.69	331,005	65.30	(1,894)	329,112	65.69	331,005	65.30	(1,894)
Accommodation Expenses										
Dietary Expenses	93,093	18.58	91,681	18.09	(1,412)	93,093	18.58	91,681	18.09	(1,412)
Housekeeping Expenses	41,063	8.20	41,243	8.14	180	41,063	8.20	41,243	8.14	180
Laundry Expenses	16,867	3.37	18,316	3.61	1,450	16,867	3.37	18,316	3.61	1,450
Maintenance Expenses	42,631	8.51	44,524	8.78	1,893	42,631	8.51	44,524	8.78	1,893
Administration Expenses	41,898	8.36	42,889	8.46	991	41,898	8.36	42,889	8.46	991
Facility Expenses	89,270	17.82	127,928	25.24	38,659	89,270	17.82	127,928	25.24	38,659
Accommodation Expenses	324,821	64.83	366,581	72.32	41,760	324,821	64.83	366,581	72.32	41,760
Other Accomodation - NOI	4,291	0.86	(35,576)	(7.02)	39,866	4,291	0.86	(35,576)	(7.02)	39,866
Over/Under Adjustment	(53,489)	(10.68)	(46,240)	(9.12)	721	(53,489)	(10.68)	(46,240)	(9.12)	721
Net Operating Income										

	(49,198)	(9.82)	(81,816)	(16.14)	32,618	(49,198)	(9.82)	(81,816)	(16.14)	32,618
Capital Reserve	(12,623)	(3)	(26,761)	(5)	14,138	(12,623)	(3)	(26,761)	(5)	14,138
Net Income (Loss)	(61,821)	(12.34)	(108,577)	(21.42)	46,756	(61,821)	(12.34)	(108,577)	(21.42)	46,756

Variance Explanations

	Current Month			Year-to-Date		
	Actual	Budget	Variance	Actual	Budget	Variance
NURSING REVENUE	553,794	555,591	(1,798)	553,794	555,591	(1,798)
MTD & YTD Nursing revenue is unfavorable (\$2K) mainly due lower BSO funding (\$1K), and lower Hi-Intensity claims revenue (\$1K).						
NURSING EXPENSES - DIRECT	550,106	555,569	5,463	550,106	555,569	5,463
MTD & YTD Direct wages are favorable (\$5K) due to lower RPN wages (\$2K), unused PSW-HIN supplementary staffing budget (\$1K), lower BSO (\$1K), lower benefits (\$8K), lower MDS-RAI (\$1K), offset by higher RN wages (\$6K) and higher PSW wages (\$1K).						
NURSING EXPENSES - ADMIN	58,659	50,781	(7,878)	58,659	50,781	(7,878)
MTD & YTD Nursing Admin expenses are unfavorable (\$8K) mainly due to higher wages (\$3K), higher benefits (\$1K), higher equipment expenses (\$3K), higher medical supplies (\$2K), offset by lower staff cost (\$1K).						
PROGRAM REVENUE	60,912	61,136	(224)	60,912	61,136	(224)
MTD & YTD Program revenue is in line with budget.						
PROGRAM EXPENSES	59,430	56,617	(2,813)	59,430	56,617	(2,813)
MTD & YTD Program expenses are unfavorable (\$3K) mainly due to higher wages (\$3K).						
FOOD REVENUE	46,314	46,314	-	46,314	46,314	-

MTD & YTD Food revenue is in line with budget.						
FOOD EXPENSES	45,593	46,314	721	45,593	46,314	721
MTD & YTD Food expenses are favorable (\$1K).						
ACCOMMODATION REVENUE	329,112	331,005	(1,894)	329,112	331,005	(1,894)
MTD & YTD Accommodations Revenue is unfavorable (\$2K) mainly due to accreditation funding budgeted but not received (\$2K), vendor rebates budgeted but not received (\$3K), lower other revenue from haircare and foot care (\$1K), offset by higher preferred private revenues (\$4K).						
DIETARY EXPENSES	93,093	91,681	(1,412)	93,093	91,681	(1,412)
MTD & YTD Dietary expenses are unfavorable (\$1K) due to higher wages (\$4K), higher equipment expenses (\$1K), offset by lower benefits (\$1K), lower dishes, cutlery, and utensil expenses (\$1K), and lower supplies (\$1K) .						
HOUSEKEEPING EXPENSES	41,063	41,243	180	41,063	41,243	180
MTD & YTD Housekeeping expenses are in line with budget.						
LAUNDRY EXPENSES	16,867	18,316	1,450	16,867	18,316	1,450
MTD & YTD Laundry expenses are favorable (\$1K) mainly due to lower benefits (\$1K).						
MAINTENANCE EXPENSES	42,631	44,524	1,893	42,631	44,524	1,893
MTD & YTD Maintenance expenses are favorable (\$2K) due to lower building repair expenses (\$1K), lower generator expenses (\$1K), lower heating and air conditioning (\$4K), lower cleaning and maintenance (\$2K), lower plumbing (\$2K), lower supplies (\$1K), offset by higher wages (\$1K), higher electrical expenses (\$1K), higher equipment expenses (\$2K), higher fire system (\$1K), higher landscaping and snow removal (\$5K).						
ADMINISTRATION EXPENSES	41,898	42,889	991	41,898	42,889	991
MTD & YTD Admin expenses are in line with budget.						
FACILITY EXPENSES	89,270	127,928	38,659	89,270	127,928	38,659

MTD & YTD Facility expenses are favorable (\$39K) due to lower hydro expenses (\$27K), lower water and sewage (\$10K), and lower management fees (\$1K).						
CAPITAL PURCHASES	-	10,118	10,118	-	10,118	10,118
Capital Purchases include: JAN 2018 - No capital purchases.						

Scorecard: Quality

1) Canadian Institute for Health Information (CIHI) quarter 2 (July to September 2017) and 3 (October to December 2017) results.

Indicator	Q2-3 Current Performance	Target
Reduce transfers to Emergency department	26.94	37.00
Improve Resident Satisfaction	92.00	89.00
Reduce Antipsychotic medications	22.11	24.00
Reduce stage 2-4 pressure ulcers	4.34	4.50
Reduce the number of falls	22.90	23.00
Reduce the number of restraints	7.24	3.10

2) LTC: MOH Compliance Orders / Inspection Findings Summary:

Inspection	Purpose of Visit	WN/ VPC/ CO	Findings Summary
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Report Date			
No visits in February			

Scorecard: People

1) Employee Engagement Survey

- 11 team members were recognized by family members and peers through the Spot A Star program
- Long Term Care Quality Improvement Plan is being developed to address results

Sienna Support Services Updates

Sienna Partner Visits

- February 22 and 23–Quality Informatics Partner
- February 28 – Clinical Partner

Projects, Location Events and other

- Hosted Mental Health First Aid for Seniors offered through Behaviour Support Ontario February 14 and 15
- Wellness Fair held on February 28, 2018. Vendors and service providers from the community attended

Long Term Care Update

1. Occupancy (data since last report):

- 97.4% occupancy
- 2 Discounted Private or Semi-private beds (under 60%)
- 16 move ins and 13 discharges

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

Visitor	Date	Drivers and Actions
No regulatory visits this month		

3. Written & Verbal Complaints Summary:

Complaint	Date	Outcomes
Written-Family felt staff did not address dental concerns when family requested assistance	February 13, 2018	Dental hygienist information provided to required team members. Dental services will be reviewed at all move in conferences.

4. Compliments Summary:

Compliment	Date	Outcomes
Received a card from a family member regarding team members in Victoria house. Family impressed that we always knew where resident was, kept up to date, tender care. Wonderful care during the residents last few hours. All special and caring people who should be proud of what you do.	February 3, 2018	Information shared with all team members

5. OH&S Issues (as applicable):

OH & S Issue	Date	Outcomes
The location of beds in resident rooms is creating health and safety issues for team members. Team members are unable to disengage call bells without overexerting arms and shoulders	February 2018	Building Service Manager will take the lead, create a plan to return all beds to their correct and safe location. This work will be completed in collaboration with the Joint Health and Safety Committee.

6. Resident & Family Satisfaction Survey (as applicable):

Resident & Family Satisfaction Survey Scores	Date	Outcomes
Resident & Family Satisfaction Survey results shared with resident and family councils	February 2018	Administrator will attend March 2018 resident council meeting to ask residents what actions they would like to see in place to address the bottom 3 results

7. External vacancies and hires:

Position	Full Time Vacancies	Part Time Vacancies	External Hires	Current Status
RN	2	4	0	Screening of resumes and interviews completed weekly
RPN	0	0	0	
PSW	0	3	0	Screening of resumes and interviews completed weekly
Building Services	0	0	0	
Dietary Aide	0	0	0	
Cook	0	1	0	Screening of resumes and interviews completed weekly
Life Enrichment	0	0	0	
Reception	0	0	0	

8. Any updates re Resident/Family Councils:

Council	Date	Outcomes/ Comments
Meeting scheduled April 11, 2018	April 11, 2018 at 7:00 pm	Family Satisfaction Results will be reviewed and action plan developed

9. Any contract updates i.e. Pharmacy Services / TENA / etc.:

Contracts	Date	Outcomes/ Comments
Reviewing all service contracts in 2018	January 2018 – December 2018	Goal is to ensure all contracts are in place

10. Capital Expenses:

Issue & date	Total Spent @ 01/31/18	Approved Budget
VM18-01 Circulating Pipe Repairs	0	\$33,000
VM18-02 Kitchen Steamer and Soup Kettle Replacement	0	\$20,000
VM18-03 Resident Room Furniture Replacement	0	\$22,000
VM18-04 MacMillan Common Area Furniture	0	\$18,476
VM18-05 Hi Low Electric Beds	0	\$12,000
VM18-06 2 nd Served Renovations	0	\$40,000
VM18-07 Blixer	0	\$6,000
Total 2018 Approved Capital		\$151,476.00
Total 2018 Remaining		\$151,476.00

11. WSIB updates:

Accidents	Incidents	Lost Time	Medical Attention	Outstanding WSIB for Month	Ongoing Outstanding WSIB Claims
0	8	0	0	0	0

12. Environmental concerns & emergency preparedness:

Date	Code Practiced	Outcomes/ Barriers
February 18, 2018 at 11:00 am; February 22, 2018 at 4:18 am; February 28 at 4:30 pm	Code Red	Provided education to new registered staff