



October 2018 Victoria Manor Operations Report to Committee of Management

Non-Confidential Report

Submission Date: November 19, 2018

Information for the Month of: October 2018

Financials

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

	Current Month Actual	Current Month Budget	Current Month Variance	Year-to- Date Actual	Year-to- Date Budget	Year-to- Date Variance
Resident Days	4,919	4,905	14	44,385	44,638	(253)
Occupancy %	98.78%	98.5%	0.3%	97.9%	98.5%	(0.6%)
Nursing Envelope Funds	554,002	552,684	1,318	5,015,310	4,983,361	31,950
Nursing Expenses	609,287	603,465	(5,822)	5,532,949	5,401,082	(131,867)
Net Nursing Envelope	(55,285)	(50,781)	(4,504)	(517,639)	(417,722)	(99,917)
Program Envelope Funds	60,402	60,722	(320)	545,638	547,836	(2,198)
Program Expenses	57,876	55,947	(1,929)	514,583	504,069	(10,515)
Net Program Envelope	2,525	4,775	(2,249)	31,055	43,768	(12,713)
Food Envelope Funds	47,509	45,447	2,062	416,109	409,786	6,323
Food Expenses	45,623	45,447	(176)	408,266	409,786	1,520
Net Food Envelope	1,886		1,886	7,843		7,843
Accommodation Revenue	327,345	324,205	3,140	2,982,478	2,926,940	55,538
Accommodation Expenses						
Dietary Expenses	104,656	89,919	(14,737)	854,498	808,053	(46,445)
Housekeeping Expenses	38,648	40,539	1,890	373,868	364,039	(9,829)
Laundry Expenses	15,443	17,273	1,831	147,566	157,270	9,705
Maintenance Expenses	34,231	43,639	9,408	332,985	395,970	62,986
Administration Expenses	30,471	41,742	11,271	328,275	378,672	50,397

	Current Month Actual	Current Month Budget	Current Month Variance	Year-to- Date Actual	Year-to- Date Budget	Year-to- Date Variance
Facility Expenses	73,247	85,603	12,355	686,466	836,291	149,825
Accommodation Expenses	296,696	318,714	22,018	2,723,658	2,940,296	216,638
Other Accommodation - NOI	30,649	5,490	25,158	258,821	(13,356)	272,177
Over/Under Adjustment	(43,519)	(46,006)	(7,355)	(486,584)	(373,954)	7,843
Net Operating Income	(12,870)	(40,516)	27,646	(227,763)	(387,310)	159,546
Capital Reserve	(55,037)	(26,761)	(28,276)	(240,848)	(240,848)	0
Net Income (Loss)	(67,907)	(67,277)	(630)	(468,612)	(628,158)	159,546

Variance Explanations

Nursing Revenue: Year-to-Date (YTD) is favorable (\$32K) mainly due to higher hi-intensity claims revenue (\$37K), higher RPN initiative funding (\$2K), offset by lower BSO funding (\$7K).

Nursing Expenses – Direct: YTD Direct wages are unfavorable (\$65K) due to higher agency wages (\$179K), higher PSW wages (\$5K), offset by lower RN wages (\$17K), lower RPN wages (\$67K), lower benefits (\$9K), lower BSO wages (\$7K), lower PSW-HIN supplementary staffing (\$8K), and lower MDS-RAI (\$10K).

Nursing Expenses – Administration: YTD Admin expenses are unfavorable (\$67K) mainly due to higher wages (\$17K), higher benefits (\$10K), higher equipment expenses (\$17K), higher hi-intensity costs (\$45K), higher incontinence supplies (\$6K), higher medical supplies (\$23K), higher physician fees (\$3K), offset by lower computer expense (\$2K), lower staff cost (\$4K), lower travel expenses (\$1K), and lower recovered costs (\$47K).

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

Program Expenses: YTD Program expenses are unfavorable (\$11K) due to higher wages (\$14K), higher benefits (\$3K), higher exercise expenses (\$1K), offset by lower equipment expenses (\$2K), lower travel expense (\$1K), lower physio expenses (\$2K), and lower purchased services (\$3K).

Food Revenue: YTD Food revenue is favorable (\$6K)

Food Expenses: YTD Food expense is favorable (\$2K)

Accommodation Revenue: YTD Accommodations revenue is favorable (\$56K) mainly due to higher basic revenue (\$2K), higher preferred revenue (\$52K), higher vendor rebates (\$23K), offset by lower accreditation funding (\$15K), lower other revenue from foot care and haircare (\$1K), and lower incontinence revenue (\$5K).

Dietary Expenses: YTD Dietary expenses are unfavorable (\$46K) due to higher wages (\$47K), higher equipment expenses (\$14K), offset by lower benefits (\$6K), lower dishes, cutlery, and utensil expenses (\$3K), lower supplies (\$2K), and lower bedding and linen (\$3K).

Housekeeping Expenses: YTD Housekeeping expenses are unfavorable (\$10K) mainly due to higher wages (\$21K), higher benefits (\$1K), offset by lower supplies (\$7K), and lower equipment expenses (\$5K).

Laundry Expenses: YTD Laundry expenses are favorable (\$10K) due to lower wages (\$2K), lower benefits (\$6K), and lower bedding and linen (\$1K).

Maintenance Expenses: YTD Maintenance expenses are favorable (\$63K) mainly due to lower benefits (\$5K), lower alarm (\$4K), lower building repair (\$8K), lower elevator expenses (\$5K), lower equipment expenses (\$3K), lower fire system (\$1K), lower grease trap cleaning (\$1K), lower heating and air conditioning (\$17K), lower landscaping and snow removal (\$4K), lower lighting (\$2K), lower plumbing (\$17K), lower pest control (\$2K), lower supplies (\$6K), lower contracted services (\$1K), offset by higher wages (\$4K), and higher electrical expenses (\$9K).

Administration Expenses: YTD Administration expenses are favorable (\$50K) mainly due to lower office equipment expenses (\$21K), lower professional fees partly due to release of \$25K arbitration costs (\$47K), lower purchased services (\$11K), lower supplies (\$11K), lower postage (\$1K), lower bad debts (\$2K), offset by higher wages (\$23K), higher benefits (\$1K), higher association fees (\$5K), higher collection cost (\$1K), higher communication expenses (\$3K), higher computer expenses (\$7K), higher paper supplies (\$2K), and higher travel expenses (\$2K).

Facility Expenses: YTD Facility expenses are favorable (\$150K) due to lower management fees (\$12K), lower gas expenses (\$10K), lower hydro expenses (\$103K), lower water and sewage (\$21K), and lower waste removal (\$3K).

Table 2: Year to Date Capital Expenses: September 2018

Capital Expense	Year-to-Date Expenses	Approved 2018 Budget
VM18-01 Circulating Pipe Repairs	\$30,818.00	\$33,000
VM18-02 Kitchen Steamer and Soup Kettle Replacement	\$20,765.00	\$20,000

Capital Expense	Year-to-Date Expenses	Approved 2018 Budget
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	\$0.00	\$40,000
VM18-07 Blixer	\$4,675.16	\$6,000
Totals	\$98,014.49	\$151,476.00

Scorecard: Quality

Table 3: Canadian Institute for Health Information (CIHI) quarter 1 (April to June 2018) results.

Indicator	2018 Q1 Current Performance	Target
Reduce transfers to Emergency department	13.00	37.00
Improve Resident Satisfaction	92.00	89.00
Reduce Antipsychotic medications	16.50	24.00
Reduce stage 2-4 pressure ulcers	4.70	4.50
Reduce the number of falls	13.50	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. Public inspection report received.

Scorecard: People

Employee Engagement Survey

- 14 team members were recognized by family members and peers through the Spot A Star program

- Three hour mindfulness and meditation program being held for 13 weeks. Team members and members of the community are attending.
- Planning for 2019 Operational Planning has begun.

Sienna Support Services Updates

Sienna Partner Visits:

- October 15 – Informatics & Quality Partner

Projects, Location Events and Other

- Mary Hruby Associate Director of Care hired

Long Term Care Update

Occupancy (data since last report)

- 97.9% occupancy
- 1 Discounted Private or Semi-private beds (under 60%)
- 12 move ins and 10 discharges

Regulatory visits i.e. MOL, Public Health

Public Health completed inspection. No findings

City of Kawartha Lakes Fire Prevention completed annual inspection including auditing an evacuation with minimal staffing. Evacuation completed successfully. No orders received.

Written and Verbal Complaints Summary

Verbal complaint received regarding the lack of toileting a resident. Investigation complete. Awaiting family response.

Compliments Summary

Received a card of thanks families thanking the team for the wonderful care their loved one received.

Occupational Health and Safety Issues

Nothing to report

Resident and Family Satisfaction Survey

Resident and Family Satisfaction Surveys completed. Awaiting results.

Resident/Family Council Updates

Nothing to report at this time.

Emergency Preparedness and Environmental concerns

Code Red fire drills held on October 25, 2018 days, October 27, 2018 evenings and October 30, 2018 nights.

October 29, 2018 a lightbulb in a home area overheated causing the fire system to activate. While residents were safely being evacuated from the home area beyond the fire doors, fire services arrived on the scene. The situation was resolved and all fire safety systems restored. There were no negative outcomes experienced.