



February 2019 Victoria Manor Operations Report to Committee of Management

Submission Date: March 18, 2019

Information for the Month of: February 2019

Financials

Victoria Manor Executive Summary Statement of Earnings for January 2019 will be available in March 2019

Table 2: Year to Date Capital Expenses: February 2019

Capital Expense	Year-to-Date Expenses	Approved 2018 Budget
Dietary Freezer		\$13,500
Roof Top HVAC Unit for 2nd Floor Offices		\$18,000
Hi-Low Electric Beds		\$9,600
Laundry Carts		\$10,000
Resident Room Furniture		\$22,000
Interior Finishes		\$25,000
Resident Bathroom Cabinets		\$20,376
Hot Holding Cabinet		\$15,000
Flooring		\$18,000
Totals		\$151,476

Scorecard: Quality

Table 3: Canadian Institute for Health Information (CIHI) quarter 2 (July 2018 to September 2018) results.

Indicator	2018 Q2 Current Performance	Target
Reduce transfers to Emergency department	13.00	37.00
Improve Resident Satisfaction	92.00	89.00
Reduce Antipsychotic medications	13.5	24.00
Reduce stage 2-4 pressure ulcers	1.90	4.50
Reduce the number of falls	12.60	23.00

Reduce the number of restraints	11.70	3.10
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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

No visits in the month of January.

Scorecard: People

Employee Engagement Survey

- 5 team members were recognized by family members and peers through the Spot A Star program
- 2019 Operational Planning has been completed. Quality improvement plans currently being developed by the leadership team. Quality improvement plan will be finalized in March 2019.

Sienna Support Services Updates

Sienna Partner Visits:

- February 4 – Resident Care Partner

Projects, Location Events and Other

- MP Jamie Schmale invited to visit Victoria Manor in March.

Long Term Care Update

Occupancy (data since last report)

- 96.28% occupancy
- 1 Discounted Private or Semi-private beds (under 60%)
- 15 move ins and 14 discharges

Regulatory visits i.e. MOL, Public Health

No visits this month.

Written and Verbal Complaints Summary

Verbal complaint received as family member felt that team member did not respond to questions and concerns appropriately. Complaint investigated and resolved.

Compliments Summary

Multiple cards 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

Executive Director met with Resident's Council and Family Council to review results and develop action plans.

Resident/Family Council Updates

Resident Council will be leading "Through Our Eyes" education on resident rights to all team members

Currently seeking a president to lead Family Council

Emergency Preparedness and Environmental concerns

Tested code red on February 10, 2019 days, February 8, 2019 evenings and February 19, 2019 nights.

Tested code yellow on February 8, 2019 evenings.

Activated code white on February 10, 2019 days. No negative outcomes from event.

Activated code orange on February 7, 2019 days and February 11, 2019 evenings. 3 residents from a long term care home temporarily relocated to Victoria Manor.

Activated code yellow on February 11, 2019 days. No negative outcomes from event.

Activated planned code grey on February 16, 2019 from midnight to 6:00 am. No negative outcomes from event.