



May 2019 Victoria Manor Operations Report to Committee of Management

Submission Date: June 17, 2019

Information for the Month of: May 2019

Financials

Table 1: Victoria Manor Executive Summary Statement of Earnings for April 2019

	Current Month Actual	Current Month Budget	Current Month Variance	Year-to-Date Actual	Year-to-Date Budget	Year-to-Date Variance
Resident Days	4,807	4,905	(98)	19,197	19,621	(424)
Occupancy %	96.53%	98.5%	-2.0%	96.4%	98.5%	(2.1%)
Nursing Envelope Funds	567,666	570,891	(3,224)	2,239,905	2,253,610	(13,705)
Nursing Expenses	641,007	687,403	46,396	2,501,463	2,647,588	146,125
Net Nursing Envelope	(73,341)	(116,512)	43,171	(261,558)	(393,977)	132,419
Program Envelope Funds	61,455	61,685	(230)	242,353	243,128	(775)
Program Expenses	56,030	63,910	7,880	230,283	248,515	18,232
Net Program Envelope	5,425	(2,225)	7,650	12,070	(5,388)	17,457
Food Envelope Funds	47,509	47,509	-	190,037	190,037	-
Food Expenses	48,629	47,509	(1,120)	183,829	190,037	6,208
Net Food Envelope	(1,120)	-	(1,120)	6,208	-	6,208
Accommodation Revenue	325,822	329,121	(3,299)	1,322,536	1,316,484	6,052
Accommodation Expenses						
Dietary Expenses	97,821	101,816	3,996	370,540	386,285	15,745
Housekeeping Expenses	43,549	42,902	(647)	174,258	168,307	(5,951)
Laundry Expenses	16,919	22,221	5,302	65,666	86,566	20,900
Maintenance Expenses	36,715	42,963	6,248	181,481	177,181	(4,299)
Administration Expenses	44,700	47,790	3,090	150,275	195,603	45,328

	Current Month Actual	Current Month Budget	Current Month Variance	Year-to-Date Actual	Year-to-Date Budget	Year-to-Date Variance
Facility Expenses	81,110	71,359	(9,751)	339,677	342,192	2,515
Accommodation Expenses	320,813	329,051	8,238	1,281,897	1,356,135	74,238
Other Accommodation - NOI	5,009	70	4,939	40,639	(39,650)	80,290
Over/Under Adjustment	(67,916)	(118,737)	(1,120)	(249,489)	(399,365)	6,208
Net Operating Income	(62,907)	(118,668)	55,761	(208,849)	(439,015)	230,166
Capital Reserve	(12,623)	(26,761)	14,138	(92,906)	(107,044)	14,138
Net Income (Loss)	(75,530)	(145,429)	69,899	(301,755)	(546,059)	244,304

Variance Explanations

Nursing Revenue: Year-to-Date (YTD) is unfavorable (\$14K) mainly due to lower hi-intensity claims (\$34K) and BSO funding (\$18K); and partially offset by higher RN FTE funding (\$35K) and falls prevention funding (\$3K).

Nursing Expenses – Direct: YTD are favorable (\$35K) due to lower RN wages (\$43K) and RPN wages (\$24K); and partially offset by higher PSW wages (\$24K) and benefits (\$8K).

Nursing Expenses – Administration: YTD are favorable (\$111K) mainly due to lower wages (\$33K), benefits (\$2K), high intensity costs (\$34K), medical supplies (\$43K), recovered costs (\$4K) and computer expense (\$2K); and partially offset by higher IT allocations (\$3K), falls prevention equipment expenses (\$3K) and equipment expense (\$2K).

Program Revenue: YTD Program revenue is in line with budget.

Program Expenses: YTD Program expenses are favorable (\$18K) mainly due to lower wages (\$8K), benefits (\$3K), physio expense (\$1K), exercise and recreational activities (\$1K) and supplies (\$5K).

Food Revenue: YTD Food revenue is in line with budget.

Food Expenses: YTD Food expense are favorable (\$6K).

Accommodation Revenue: YTD is favorable (\$6K) mainly due higher preferred revenue (\$25K) and prior period LTC reconciliation (\$6K); and partially offset by lower accreditation funding (\$7K), miscellaneous income (\$13K) and pharmacy - LTC (\$5K).

Dietary Expenses: YTD Dietary expenses are favorable (\$16K) mainly due to lower wages (\$14K), equipment expenses (\$4K), dishes cutlery and utensils (\$1K) chemical and cleaning supplies (\$1K); and partially offset by higher benefits (\$5K).

Housekeeping Expenses: YTD Housekeeping expenses are unfavorable (\$6K) mainly due to higher wages (\$7K), benefits (\$1K) and supplies (\$3K); and partially offset by lower chemical and cleaning supplies (\$2K) and equipment expenses (\$3K).

Laundry Expenses: YTD Laundry expenses are favorable (\$21K) mainly due to lower wages (\$7K), benefits (\$4K), equipment expenses (\$7K) and bedding and linen (\$2K).

Maintenance Expenses: YTD Maintenance expenses are unfavorable (\$4K) mainly due to higher wages (\$7K), equipment expenses (\$5K), fire system (\$3K), landscaping and snow removal (\$18K) and supplies (\$2K); and partially offset by lower benefits (\$3K), building repair (\$5K), alarm (\$1K), generator (\$3K), heating and air conditioning (\$7K), lighting (\$1K), pest control (\$2K), plumbing (\$5K), contracts (\$2K) and grease trap (\$1K).

Administration Expenses: YTD Administration expenses are favorable (\$45K) due to lower accreditation expenses (\$3K), bad debt expense (\$5K), computer expense (\$4K), office equipment (\$8K), professional fees (\$25K), collection cost (\$1K), purchased services (\$5K) and supplies (\$3K); and partially offset by higher wages (\$5K), benefits (\$4K) and association fees (\$1K).

Facility Expenses: YTD Facility expenses are favorable (\$3K) mainly due to lower management fees (\$5K), water (\$1K) and gas (\$6K); and partially offset by higher hydro (\$11K).

Table 2: Year to Date Capital Expenses: April 2019

Capital Expense	Year-to-Date Expenses	Approved 2019 Budget
Dietary Freezer		\$13,500
Roof Top HVAC Unit for 2nd Floor Offices	\$17,000	\$18,000
Hi-Low Electric Beds	\$9,000	\$9,600
Laundry Carts		\$10,000
Resident Room Furniture	Awaiting invoice	\$22,000

Capital Expense	Year-to-Date Expenses	Approved 2019 Budget
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 3 (October 2018 to December 2018) results.

Indicator	2018 Q3 Current Performance	Target
Reduce transfers to Emergency department	13.00	37.00
Improve Resident Satisfaction	94.00	89.00
Reduce Antipsychotic medications	17.40	24.00
Reduce stage 2-4 pressure ulcers	3.20	4.50
Reduce the number of falls	14.40	23.00
Reduce the number of restraints	9.60	3.10

Continue with actions plans that were developed in February 2019.

Ministry of Health and Long-Term Care (MOHLTC) Compliance Orders /Inspection Findings Summary

Ministry of Health and Long Term Care inspectors were in the home from May 27, 2019 to May 31, 2019 to complete critical incident and complaint inspections. Report pending.

Scorecard: People

Employee Engagement Survey

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

Sienna Support Services Updates

Sienna Partner Visits:

- May 13, 2019 – VP Operations
- May 24, 2019 – Infection Control Partner

Projects, Location Events and Other

- Joint Health and Safety Committee nominated for an Ontario Long Term Care Association quality improvement award.
- Three full day education sessions held for approximately 60 team members. Topics include quality improvement, Through Our Eyes Resident's Rights, resident safety, lifts & transfers, emergency planning codes, code white, health and safety, incident and accident reporting, palliative care, infection control.
- Victoria Manor web pages have been updated to provide residents and families with on line information about activities, events and news.

Long Term Care Update

Occupancy (data since last report)

- 96.4% occupancy
- 1 Discounted Private or Semi-private beds (under 60%)
- 17 move ins and 21 discharges

Regulatory visits i.e. MOL, Public Health

No visits this month.

Written and Verbal Complaints Summary

Written complaint received from family as they believe their loved one is not repositioned every 30 minutes and is not offered salt and pepper at meals. Investigation in progress.

Compliments Summary

Nothing to report

Occupational Health and Safety Issues

Nothing to report

Resident and Family Satisfaction Survey

Resident's Council was provided with an update of quality improvement activities taking place to improve overall resident satisfaction

Resident/Family Council Updates

Family Council meeting was held May 6, 2019. Family Council will be meeting monthly. Executive Director report submitted to Family Council for the months of March 2019 and April 2019.

Emergency Preparedness and Environmental concerns

Tested code red on days May 22, evenings May 21 and nights May 24.