



January and February 2020 Victoria Manor Operations Report to Committee of Management

Submission Date: March 16, 2020

Information for the Months of: January and February 2020

Table 1: Year to Date Capital Expenses: December

Capital Expense	Year-to-Date Expenses	Approved 2019 Budget
Dietary Freezer	\$12,000	\$13,500
Roof Top HVAC Unit for 2nd Floor Offices	\$17,000	\$18,000
Hi-Low Electric Beds	\$13,000	\$9,600
Laundry Carts	On hold	\$10,000
Resident Room Furniture	\$20,000	\$22,000
Interior Finishes	\$31,000	\$25,000
Resident Bathroom Cabinets	On hold	\$20,376
Hot Holding Cabinet	\$6,558	\$15,000
Flooring	\$28,000	\$18,000
Totals		\$151,476

Table 2: Year to Date Capital Expenses: February 2020

Capital Expense	Year-to-Date Expenses	Approved 2020 Budget
Wanderguard System		\$15,000.00
Moisture Plus Oven		\$35,000.00
Dining Room Chairs		\$6,000.00
Resident Room Furniture		\$15,000.00
Lifts		\$35,000.00
Hand Held Devices for PSW's		\$4,000.00
Generator Fuel Tank		\$40,000.00
Totals		\$150,000

Scorecard: Quality

Table 3: Canadian Institute for Health Information (CIHI) quarter 1 (April 2019 to June 2019) results.

Indicator	2019 Q2 Current Performance	Target
Transfers to Emergency department	19.27	19.00
Antipsychotic medications	17.10	18.80
New Stage 2-4 pressure ulcers	1.40	1.70
Worsened stage 2-4 pressure ulcers	1.60	2.10
Has fallen	18.10	16.10
Daily physical restraints	5.50	3.10
Has pain	5.30	5.70
Worsened pain	10.40	9.60
Resident Satisfaction	92.00	94.00
Percentage of complaints received by a LTCH that were acknowledged to the individual who made a complaint within 10 business days.	100	100

Indicators are monitored monthly during Resident Safety meetings. Awaiting quarter 2 (July 2019 to September 2019) data from CIHI.

Scorecard: People

Employee Engagement Survey

- 10 team members were recognized by family members and peers through the Spot A Star program.
- Quality of Worklife committee held a 2020 planning meeting in January.
- Team members participated in 2020 operational planning week

Sienna Support Services Updates

Sienna Partner Visits:

- January 13, 2020 – HR Business Partner
- January 17, 2020 – HR Business Partner
- January 20 – Vice President, Regional Operations LTC
- January 22, 2020 – Clinical Partner
- February 11 and February 12, 2020 – Manager of Quality
- February 12, 2020 – Resident Experience Partner
- February 19, 2020 – Clinical Partner
- February 20, 2020 – HR Business Partner

Projects, Location Events and Other

- On January 8, 2020 members from the City of Kawartha Lakes Ontario Health Team (OHT) met with residents, families and team members to share an update about the local OHT and seek feedback into the OHT model to support better care delivery in the future.
- Operational Planning 2020 – the home sought input from residents, families, external partners and team members to develop the 2020 operating plan. Plan will be finalized March 31, 2020.
- In the February 2020 edition of The Lindsay Advocate magazine, the home was featured expressing support for the need for more Personal Support Worker's (PSW's) in long term care
- Excellence in Resident Centered Care education – the home submitted an application and received funding to send four (4) PSW's to become Excellence in Resident Centered Care (ERCC) educators. The home received further funding to backfill fifty (50) PSW's, five (5) Registered Practical Nurses and a combination of twenty (20) Dietary, Building Service and Life Enrichment team members to attend the ERCC workshop taught by the home's PSW educators. The ERCC program was funded by the Ministry of Health and sponsored by The Schlegel-UW Research Institute for Aging and Conestoga College.

Long Term Care Update

Occupancy (data since last report)

- 95.4% occupancy
- 1 Discounted Private or Semi-private beds (under 60%)

- 8 move ins and 8 discharges

Regulatory visits i.e. MOL, Public Health

Ministry of Health Inspector was in the home on January 22 and January 23, 2020 to complete a complaint inspection. Report received.

Written and Verbal Complaints Summary

Verbal complaint received from a resident who felt the tone used by a PSW to others comes across negatively. Resident also says that another PSW comes across as impatient. This was investigated and has been resolved.

Verbal complaint received from a power of attorney (POA) who believed that although the resident was deemed palliative by physician, more should have been done for the resident including sending to hospital to insert a feeding tube. POA was provided ongoing grief support.

Compliments Summary

Several cards of thank you received from families for the wonderful care provided by team members.

Occupational Health and Safety Issues

Two inspectors from the Ministry of Labour arrived in the home on February 11, 2020 to complete an inspection in follow up to the outbreaks experienced in the home.

Resident and Family Satisfaction Survey

The Executive Director met with Resident's Council on January 9 and on January 13 to review resident satisfaction survey results with the goal to assist in the development of the home's 2020 Operational Plan.

Family Satisfaction Surveys will be shared with families on February 5.

Resident/Family Council Updates

Family Council met in February with the Executive Director to review the 2019 Family Satisfaction Survey results with the goal to assist in the development of the home's 2020 Operating Plan.

Emergency Preparedness and Environmental concerns

Code Red drills were held on all three (3) shifts in January and February 2020