

River East Quality Newsletter

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QUALITY REPORT – JANUARY 2013 TO JUNE 2013

In April, River East partook in an Accreditation review and had no unmet areas. This review was part of a larger review, including the WRHA and other homes. Some comments they shared were:

- Staff were very knowledgeable in each Elders care needs;
- Policies were in place to address key areas of risk;
- Home is very clean;
- Overall impression was very positive.

Since January, we have made several purchases to support our team members. In May, we purchased 40 new, industrial grade 2 way radios for the neighbourhood teams, including dietary and maintenance. Roofing repairs were also done in June with success, however, we still have more repairs to be completed over the next few years. Izzy Asmetti, has joined the team at IBEC and has been completing the grounds keeping this summer. We covered 5 of the emergency codes from January to June, with the remaining codes to be reviewed this fall. Our website for both homes has been reviewed and updated with current information.

P.I.E.C.E.S. education is now being offered to all team members and is part of our mandatory training. At the end of June, we had 19 team members and 1 family member complete the training.

This year's Passage to Excellence had 86% of all FT/PT/Casual team members complete the annual training. Excellent Work!!!

HEALTH AND SAFETY

For the first 6 months this year, 6 lost time injuries (LTI) occurred: 22.5 days were lost and 300 hours of modified duties were completed. The number of lost time injuries and average days lost is on the rise from the last 6 months. While we have seen a decrease in aggressive incidents, the number of preventable injuries is on the rise. As such, the OH&S team, lead by Sandra Lavoie, are reviewing all our safe work procedures; training will occur this fall.

Our goal and commitment is to continue promoting safety, reduce injuries and reduce lost time resulting in any team member being away from work.
We commit to continue to create awareness about safety.

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ELDER SAFETY AND CARE

In 2012, we started collecting data on pain levels of our Elders: if they have experienced pain in the last 30 days or if they felt their pain is not treated properly. From July to December 2012, the number of Elders who had pain was 18. From January to June, the number of Elders with pain has dropped to 7. The decrease could be attributed to a few factors: better coding in the MDS software; increased awareness in how we identify and treat pain; improved prescribing by both our Physician and Nurse Practitioner.

Skin care continues to be an area where we excel. Overall, the number of wounds remain very low. On average we have less than 1 wound at each stage (5 stages in all); with 3-4 Elders impacted each month. Keep up the great work.

Side rail reduction is underway: We started the year off with 82 side rails and we have decreased that number to 67. Our goal is to reduce the total number of side rails within our home. Side rails are considered a restraint, but the focus is now on side rails as they can entrap our Elders and lead to serious injuries, possibly death. Information can be found by the Family Knowledge Board or in each nursing office.

Hand Hygiene audits continue to show positive results. We have also added hand sanitizers in each suite. The combination of both hand washing and hand sanitizers will increase our success rate and compliance in our hand hygiene program.

This past winter was extremely bad for outbreaks within the home: 2 respiratory and 1 gastrointestinal. This led to an increase in the number of respiratory infections. Urinary Tract Infections (UTI's) remain problematic. Number of infections remains high with an average of 8 infections per month. Over the last couple of months, our ADOC, Kristen has undertaken a review of some of the factors: catheter usage, similar bath days, prevalence per neighbourhood and reviewed information from the RNAO (Registered Nurses Association of Ontario) who have developed best practice guidelines.

Our stats continue to confirm that we are doing GREAT WORK!!!!
THANK YOU to all who improve the lives of our Elders, families and team members.