

River East Quality Newsletter

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QUALITY REPORT – JANUARY TO JUNE 2014

In the first part of 2014, many activities occurred through the Home. Seasonal costs associated with snow removal and heating saw a dramatic increase: year over year, we saw a **30%** increase in utility costs and snow removal costs. We undertook some major repairs: firstly to the sitting area by the front where the floor and walls were replaced with new drywall, flooring and a new paint colour. The roof around the fireplace lounge, canopy and main entrance was replaced. Next year, we will be focusing on the flat part of the roof around the air conditioners and subsequent fire place lounge renovations. For the second part of 2014, we will be looking at purchasing 15 to 20 new electric beds and mattresses.

In April, we received our bi-annual Manitoba Standards visit by members of both the WRHA and Manitoba Health. Overall we passed **96%** of all measures. They noted that the team members interviewed knew the Elders very well, they saw a commitment to caring and applauded our Elder centered focus by using the Eden Alternative. Please refer to our website for the final report.

Elder Safety and Care

We compare our statistical data in many areas such as number of falls, restraints, wounds and infections to other homes found in the Winnipeg Regional Health Authority as well as other homes in Saskatchewan and Alberta. Benchmarks have been set by external organizations to which we measure our success.

Continued Success...

Urinary tract infections (UTI's) have seen a very large decrease from the first part of 2013 to the first half of 2014. Last year, we averaged **7** infections per month; this year, we are averaging **3** infections per month. In January of this year, the WRHA Infection Prevention Program revised their protocol in how infections are defined. This was done to improve the effectiveness of reporting to address new infections.

Over the winter, we did not experience an outbreak. The new hand sanitizers that were added in the fall increased the accessibility to hand washing, in turn may have contributed to this fact. We also had an auditor from the WRHA to assess how effective our hand washing

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program is compared to other Homes. While the initial results from 2013 were not great, we shared the results in June with all the team members coupled with education on the "4 points of hand washing". The last audit stated that **almost 50%** of our team members were successful in following the 4 points of hand washing. We continue to audit and share the results with all our team members. In 2013, we saw an increase in the amount of team members wishing to receive the influenza vaccine from 2012 to 2013; 80 team members, 52 volunteers/visitors and 100 Elders were immunized.

We have had many discussions and shared information on our goal to reduce the number of side rails within our home. In addition to these discussions, we have purchased repositioning bars to replace our side rails, when required. The reduction of side rails is occurring not only in our Home, but this has been a priority for the WRHA and other health jurisdictions in Canada. Side rails, while useful in a few circumstances, are proven to be a risk to our Elders by causing harm and/or death. Starting in January, we had **74** side rails; end of June, this number is now **49**. Representing a **35%** decrease. With the additional beds to be purchased, this number will decrease further.

Since 2012, we started to collect data on how well we manage pain levels for our Elders. Acknowledging that in some cases, pain is not always managed effectively. On average, in 2014, **3 Elders (2.6%)** had pain that was not treated effectively. This is compared to the WRHA average of 18.3%.

Medication errors continue to remain stable, averaging **3.5** medication errors a month. While we do have practices in place to promote safe medication administration, the most often cited cause for errors are interruptions while our nurses are administering medication. To assist in decreasing or minimizing the number of interruptions, we ask that if your question or need is not urgent, to either leave a voicemail or wait until the nurse acknowledges your presence before advancing with your questions, concern or comment.

River East continues to excel in the number of restraints utilized within the home. On average, less than **10%** of our Elders use a restraint, with the average use of restraints in Winnipeg is **13.6%**.

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Workplace Safety and Health

From January to June, we had **25** workplace incidents. **4** of these incidents resulted in lost time injury. The number of reported incidents is up slightly from last year and continues to show our team members report incidents/events that impact their health and allow us to look for ways to improve workplace safety.

Overall, we have lost **43** days to injury with **68** days (688 hours) paid for modified work. We have made good progress on reducing the amount of lost time per lost time injury: in 2013/14, a lost time injury would allow for **8** lost days; this year, the number is **6** lost days. Great work!

Returning to work following an injury is the best way to provide support to your team members and support the Elders by providing care.

We are committed to making our workplace safer through education by focusing on teachable moments, ensuring our team members have the right equipment to do the right job and encouraging our team to report concerns by fostering open dialogue.

Human Resources

To ensure we have consistent staffing levels, we regularly hire new team members each month. Since January, we have hired 28 new team members: **22** in nursing, **2** Home Keepers and **4** dietary team members

Elders

This year has also seen many more Elders move into our Home as compared to last year from January to June. In 2013, we had **22** Elders move in; this year, we have seen **26** new Elders join us. **Six** Elders moved in June, making it the busiest June in 5 Years.

Concern and Lost Items Forms

From January to June 2014, we had **19** forms completed

Faith Lane	Hope Haven	Charity Road	Courage Bay	Serenity Cove
4	5	5	3	2

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Completing these forms is very important in assisting us to track trends and gaps.

Number of items returned: 8 items were found and returned/picked up.

Areas to improve.....

In the first half of 2014, we continue to see an increase in both the number of total falls and number of Elders who fall: in 2013, there were **123** falls and in the same period this year, **218** falls. Average number of Elders who fell in 2013 from January to June was **16**; in 2014 for the same period, we had **21** Elders fall per month. When compared to the WRHA as a whole, the percentage of Elders who had a fall was **18%** while REPCCH is approximately **17%**. Since 2012, there is an upward trend in the number of falls in PCH's across Winnipeg.

The number of falls occurring within the home has slightly increased from 240 in 2012 to 260 in 2013. Comparing month to month in 2013, the month with the lowest number of falls was October with 10 falls; December had the highest number of falls with 31.

The increase in falls over the past year is the result of an increase in the number of Elders who fell. At one point we had 8 Elders who were experiencing falls and that number has risen to 23 Elders. Of the 260 falls experienced by our Elders, less than 5 resulted in a serious injury, fracture or hospital admission.

Action Plan:

To minimize the risk of injury to our Elders we will continue to utilize our falls protocol, quarterly medication reviews, high/low beds, active rehab program, bed and chair alarms, and advocating for the purchase of hip protectors to name a few initiatives.

Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishment toward organizational objectives. It is the fuel that allows common people to attain uncommon results. ~Andrew Carnegie.