

River East Quality Newsletter

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QUALITY REPORT – JULY 2013 TO DECEMBER 2013

The second half of 2013 continued to build on the successes from the first half of the year. We accomplished significant work on our annual strategic plan on the following areas:

- Participated in the WRHA Accreditation process, for which we received a 4 year report.
- Developing programs where our Elders gave back to community through fundraising events to support the River East Critter Club, The Alzheimer Society, Coats for Kids, Winnipeg Harvest, and for "Flash" the Dog.
- Final renovation work on Charity Road's lounge and subsequent changes to the Home Keeping and Dietary team routines.
- Working on our Elder centered programs, focusing on baths and meal service.
- Increasing our funds for the Critter Club and participation for fundraising, for when our four legged friends return to our Home.
- Finalizing our review and development of our emergency preparedness codes
- Revised over 40 safe work procedures with the assistance of our OH&S
- Providing PIECES training (PIECES is an acronym for P: physical; I: intellectual; E , environmental; C: capabilities; E: emotional; and S: social) to all team members; over 60% of team members have completed the 6 modules. PIECES training focuses on improving the care for those with dementia.

All these projects promote our core values: improving the quality of life of our Elders and creating a safe environment to live, work and play in our Home. In September, we celebrated our 20th anniversary of caring by hosting some of our friends and celebrated our team members years of service: **56** individuals were acknowledged with over **565** years of dedicated care to our Elders

We have also dedicated many resources to our capital planning and repairs and maintenance budget this year. Many repairs have occurred, such as the replacement of 2 hot water tanks and pipes, major repairs to our HVAC units, purchase of new side rails and nursing equipment.

2013 also saw our 3 collective agreements expire: CUPE HCA and MNU nurse's contract expired on March 31st, 2013 and our CUPE support services agreement expired December 31st, 2013. We have initiated

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negotiations with our HCA to start in January. The remaining contracts will be negotiated in the new year.

Lastly, our Manitoba Health Standards review has been scheduled for **April 17th**. Since our last review in 2012, we have maintained many of the standards and compliance practices to achieve a positive review. We will be offering some education sessions to all team members and families on what the standards are and how we achieve them, focusing on what we do to maintain the standards and how we intend to improve upon the last review.

Elder Safety and Care

We compare our statistical data in many areas such as number of falls, restraints, wounds, 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.

As reported last time, from January to June 2013, we had on average 7 Elders experiencing uncontrolled pain. In the last half of the year, we had on average, 4 Elders with uncontrolled pain. Pain is assessed in both frequency (how often) and intensity (how much) pain is felt over a time period.

Continued success...

Restraints, both chemical (medication) and physical including side rails, continue to be actively managed by our team. Restraints, while may be used for safety, are directly linked to the quality of life we aspire to provide to our Elders. The number of Elders who receive a chemical restraint on an as needed basis, remains low, less than 1 Elder at any given time during the last 6 months of 2013.

We started the year with 2 wounds, by December, the number decreased to only 1 wound in the home. Congratulations to everyone in achieving this amazing outcome!

UTI's (urinary tract infections) were reported as an area for improvement and I am glad to say, we have seen a downward trend in the number of UTI's between the first part of 2013 (over 7 infections a month) and the second half of 2013 (6 infections a month).

Infections remain another area of success for River East. In the beginning of the year, we experienced a higher number of respiratory

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infections due to influenza and influenza like illnesses which increased our overall infections. However, adjusted for seasonal conditions, our overall infections were lower in the second half of 2013 (13 from July to December) as compared to 22 for the same period in 2012.

Our influenza immunization rates for team members experienced an increase over 2012, increasing to **103** team members immunized from 85 in the previous year. For Elders immunization rates, 100 Elders were immunized in 2013 versus 101 in 2012. Thank you to all who received their flu shot this year. This number represents almost 60% of our total staff.

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.

Workplace Safety and Health

We saw a noticeable increase in the amount of reported incidents for all categories: hazards, lost time injuries, close calls and first aid injuries. In all, 44 incidents were reported as compared to 29 in 2012. While the increase may seem concerning, I am very happy to see our efforts and discussions with our team members about reporting are paying off! Reporting workplace incidents is critical to our safety program; failing to report may leave our team members at risk and prevents us from taking corrective action in a timely manner. Great Work!

Our number of lost time injuries, defined as any time a staff member is not able to work due to a workplace injury, almost doubled from **6** in 2012 to **11** in 2013. The number of lost days per incident decreased slightly from **9** days to **8** days, which is an indication our return to work (RTW) program is working well. Hours paid to modified duties saw a significant decrease in the amount of hours for modified duties: **1145** hours were paid in 2012 versus **684** paid in 2013. All this work has contributed to our premium paid to WCB lowered from \$3.19 to \$2.96.

To support our continued efforts to keep all our team members safe, we will be rolling out our revised safe work procedures (SWP) in early 2014.

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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.

Human Resources

37 new team members joined our team, with most of them joining our nursing team. Welcome and enjoy your journey with us. Of these 37 new team members, only 9 left the Home to pursue employment elsewhere.

Life Enrichment

The River East Life Enrichment team plans, implements, and evaluates a variety of programs to assist in enriching the lives of our Elders and in alleviating the 3 plagues of loneliness, helplessness and boredom through a variety of events and programs.

In 2013 the Life Enrichment team organized over 75 Special Events on top of the regular weekly programs offered. Such events were: themed Birthday Parties, Themed Happy Hours, Robbie Burns Celebrations, Easter Tea, Mother's Day Tea and Victorian Fashion Show, Summer BBQ's, Neighbourhood Christmas Parties, Photo booth with Santa, New Year's Eve Party. On average per month, 115 Elders attended these group events.

This is done in addition with smaller more intimate events; on average each month, 74 Elders attended 1 to 1 programs.

In addition to our events in our Home, we organized 16 group outings.

A positive change was the return to the individual birthday parties; acknowledging that birthdays are very personal and cherished events.

For 2014, we will continue with our Eden journey and assist in alleviating the 3 plagues by offering more opportunities for our Elders to create décor, making centerpieces, decorating, food preparation and baking for the upcoming events.

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Concern and Lost Items Forms

In 2013, 23 Missing Item Forms and 2 Concern Reports were initiated.

Faith Lane	Hope Haven	Charity Road	Courage Bay	Serenity Cove
5	10	2	1	8

NB both Hope Haven and Serenity Cove have completed the most forms for the last 2 years. Completing these forms are very important in assisting us to track trends and gaps.

Of the 22 Missing Item Forms, listed below in order of frequency, are the most frequently searched

Other items (books, jewelry, remote control, 2 way radio): 10

Items of Clothing: 6

Hearing Aides: 5

Dentures: 2

Number of items returned: 10 items were found and returned/picked up; 1 item was found broken.

For Concern forms, 2 were completed during the year: 1 regarding heat(temperature) on a neighbourhood and another from an Elder regarding another Elder. In one case, a satisfactory outcome was achieved, in the other, the concerns remain on-going.

Areas to improve.....

Over the past year we have been attempting to reduce the number of Elders using side rails in our home. Side rails are defined as any type of side rail applied to a bed. We have provided the education to our nursing team regarding the potential hazards of entrapment with side rail use and have made an educational pamphlet available to Elders/families to read. The number of our Elders using side rails remains high at 74. While we do not have a standard/benchmark to which we can be compared, we realize that the use of side rails can be safely reduced while promoting independence and quality of life.

We continue to take steps toward reducing our side rail usage. First, we are replacing the side rails on our electric beds with assist bars and

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second, we are identifying Elders using side rails which must be removed and working with them and their families to accomplish this as safely as possible. This may require utilizing other measures to reduce potential injuries, e.g. fall mats, alarms, proper bed position.

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:

Starting February 10th, we are removing side rails that are no longer deemed a benefit to the Elder and will replace them with assist bars if needed.

Falls Risk Assessments are completed for each Elder to identify our Elders at risk for falls are done when needed, with logos identifying Elders at risk for falls, quarterly medication reviews, new high/low beds, active rehab program, bed and chair alarms are purchased, advocating for the purchase of hip protectors to minimize the injuries from falls.

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.