



Homes Committee Agenda

Thursday, February 2, 2017
Council Chambers
County Administration Centre, Walkerton

1. Declaration of Pecuniary Interest
2. Information Items
 - A. Long Term Care Report (attached)
3. Next Meeting

March 2, 2017
4. Adjournment



Committee Report

To: Warden Mitch Twolan
Members of the Homes Committee

From: Charles Young
Director of Health Services

Date: February 3, 2017

Re: Long Term Care Information Report

RECOMMENDATION:

The Long Term Care Information Report dated February 2, 2017 is for information.

BACKGROUND:

New Policy Implementation

The new policy and procedure manuals (electronic) purchased recently from Sienna Homes will further ensure best practices compliance in both county Homes and that both Homes are following the same policies. A plan will be in place to implement all policies over the next year.

Continuous Quality Improvement

The first new policy manual, which will be introduced to the management teams of both Homes, will be the Quality Manual. This will help guide the development of the 2017-2018 Quality Improvement Plan to be submitted to the MOH April 1. It will also assist the Homes to work in alignment as they continue to implement quality projects in the Homes and implement the County LTC Business Plan.

Employee Engagement Survey

Gateway and Brucelea management teams are developing a plan to use the same employee engagement / staff satisfaction survey in the spring of 2017.

Ministry of Health Inspection Brucelea Haven - Action Plan Implementation

Brucelea Haven is continuing to implement the plan to address the two Written Notifications received by the MOH following their inspection in September. Both result from the ongoing challenge of recruiting sufficient staff to meet resident needs.



Some residents, who wish to have two baths each week, were not always getting them.

- Significant improvement has occurred since the introduction of daily morning meetings in mid-December with the management team, nurse managers and ward clerks (schedulers) to ensure baths/showers are provided to each resident twice weekly as per the schedule. When, due to weather or illness, there is a shortage of staff, a protocol has been developed to use staff from other departments to backfill Personal Support Workers so that they can provide showers/baths. When, despite all efforts any residents are missed, their names and all steps taken to cover the baths are logged.
- The target to have a full complement of PSW staff by the end of January, 2017, so that baths can be consistently offered to meet MOH and resident expectations, is expected to be achieved. The quality and quantity of resumes has been high.

There continues to be times when an RN is not available to ensure that we have at least one RN in the building at all times.

- There has been significant improvement since a new scheduling protocol was introduced in late December. There are few times when an RN is not in the building. (When there is not an RN on site, an RPN is on site and an on-call RN is available by phone.)
- The quality and quantity of RN resumes has been high in response to recent postings. RN vacancies should be filled by mid-February.
- Brucelea is working with the New Graduate Guarantee Program offered through Healthforce Ontario (new graduates would not assume full responsibility for the home, but free up the schedules of experienced RNs to take the fuller responsibility).

WIFI Service

WIFI service is now available at Brucelea Haven in the main atrium area. This has been a long-standing request for this service from residents and their family members. Brucelea Haven is pleased that this request has come to fruition.

FINANCIAL/STAFFING/LEGAL/IT CONSIDERATIONS:

There are no financial, staffing, legal or IT considerations associated with this report.

INTERDEPARTMENTAL CONSULTATION:

There has been internal departmental consultation in the preparation of this report from Gateway Haven and Brucelea Haven.



Corporation of the County of Bruce
Homes

brucecounty.on.ca

LINK TO STRATEGIC GOALS AND ELEMENTS:

GOAL # 6 - Explore alternate options to improve efficiency and service

Approved by:

A handwritten signature in black ink, appearing to read 'Kelley Coulter', written in a cursive style.

Kelley Coulter
Chief Administrative Officer