Annual Quality Report Lodges

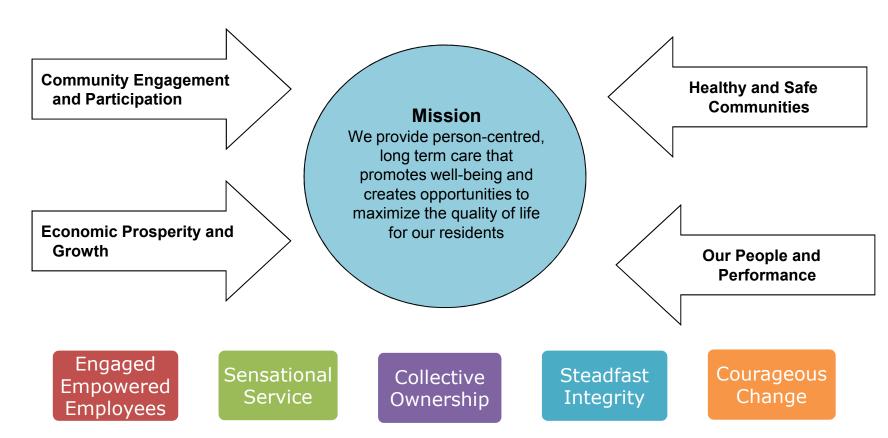


Macassa & Wentworth Lodges



Vision

We are committed to our people, dedicated to building a strong and healthy community, passionate about making a difference by providing quality care, and recognized for our excellence.



Resident Profile (Our Lodges) 2017

- 430 = Number of residents
- **84.9** = Average age
- 11-12= Average # of medications per resident
- 6-7=Average # of diagnoses per resident
- 97%= Require assistance with ADL
- **49**%= assistance with bathing (2+ person)
- 22%= assistance with transferring (total dependence)
- 28.7%= assistance with eating (total dependence)



The Macassa and Wentworth Lodge CQI Program Consists of:

Lodge Operational Plan

- Outlines the overall goals and outcomes of the Lodges and Departments on an annual basis. Outcomes are measured quarterly
- Takes into account:

Opportunities presented in our Risk Management, Cultural Diversity, and Accessibility Plans

Long Term Care Homes Act requirements CARF Accreditation requirements Feedback received via multiple sources (ex. Family Council, Resident Council, RQI, etc.)



The Macassa and Wentworth Lodge CQI Program Consists of:

Balanced Scorecard

 All indicators are monitored via the Balanced Scorecard and trended on an annual, quarterly or monthly basis

Over 150 indicators including 63 clinical, 16 financial, 37 satisfaction indicators, etc.

- Areas which require improvement are flagged and Action Plans documented and monitored
- Program Evaluation and Inspection Protocol Review documentation also is documented here.



Annual Quality Report - Lodges 2017

- Highlights 23 key indicators
- Five Strategic Areas
 - Continuous Improvement
 - Finances
 - Citizen Satisfaction
 - Clinical Indicators
 - Employee Satisfaction



Annual Quality Report

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CORE PURPOSE:

For the benefits of adults requiring long term care and community based services, we provide care and accommodation in a not-for profit organization in order to maximize their quality of life.

CORPORATE STRATEGIC PRIORITY- COMMUNITY ENGAGEMENT AND PARTICIPATION

Respond in a timely and accurate manner to issues/concerns raised by residents and their families. Consistently treat residents and families with respect, in a courteous manner

Category	Indicator	Source	Outcome Measures (Indicator)	Outcomes for 2016	Long Term Goal	Target Aim for 2017
Continuous Improvement (Audit)	Complaint/Concern Response within 10 days	Balanced Scorecard (Internal)	How are we doing reports Resident Council Response Family Council Response	100% 100% 100%	100% 100% 100%	100% 100% 100%
	Respect	Resident Satisfaction Survey (Internal)	Rating of the Lodge in terms of being treated with respect	97%	>90%	95%
	Overall satisfaction score	Resident Satisfaction Survey (Internal)	Overall rating of the home as a place to live	94%	>90%	95%
	Compliance (RQI)	MOHLTC (External)	Comparison to provincial average: a) Orders b) Non-compliance	0 14	0.87 9.37	0
	Accreditation Status	CARF Canada (External)	Accreditation Status	Year 3 of 3 full status	3 year	3 year renewal



Continuous Improvement

High degree of success in measures relating to:

- S Response time to our Residents and Families (100%)
- § Being treated with respect (97%)
- Satisfaction of the home as a place to live (94%)



Financial

- Metrics are comparable with our benchmark competitors
- Fully compliant in Preferred Accommodation rate (60%)
- Fully compliant in Occupancy rate (98.9%)



Citizen Satisfaction

 Consistently show high degree of satisfaction with our care and services

Safety (98%)

Going the extra mile (93%)

Recommending the Lodges to family and friends (95%)



Clinical Indicators

- Developed through a provincial databank
- Results consistently show a close correlation to the average

Falls

Antipsychotic medication

Pressure ulcers

Restraints



Staff Satisfaction

- Knowing what is expected of me (96%)
- Being proud of the work I do at the City of Hamilton (95%)
- Believing I make a difference at work (94%)



Conclusion

- Annual Report is shared with key stakeholders
 - Residents Council
 - o Family Council
 - o Staff
- Will continue to evolve



Thank You

Questions?

