

Item 7.2, E&CS Meeting September 25, 2017

Annual Quality Report

Lodges



Hamilton

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.



Engaged
Empowered
Employees

Sensational
Service

Collective
Ownership

Steadfast
Integrity

Courageous
Change

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



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Annual Quality Report

Appendix A to Report CES17037
Page 1 of 4

ANNUAL QUALITY REPORT- LODGES 2017						
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 Hamilton has an open, transparent and accessible approach to City government that engages with and empowers all citizens to be involved in their community.						
OBJECTIVES: 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 9
	Accreditation Status	CARF Canada (External)	Accreditation Status	Year 3 of 3 full status	3 year	3 year renewal



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Continuous Improvement

High degree of success in measures relating to:

- § 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



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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
 - Family Council
 - Staff
- Will continue to evolve



Thank You

Questions ?



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