Parkwood LTC Indicators

Long Term Care Indicators	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019	Feb. 2019	March 2019	April 2019	May 2019	June 2019	July 2019	Aug. 2019	Sept. 2019	12 Month Sum	12 Month Average
% Monthly Occupancy	99	98	98	97	97	99	96	99	98	99	98	97		***98***
Admissions	2	5	2	4	4	3	4	3	4	2	6	2	***41.0***	***3.4***
Discharges / Deaths	5	2	4	6	2	3	4	2	3	3	5	4	***43.0***	***3.6***
Complaints (Resident)	1	0	1	0	2	2	0	0	1	0	0	2	***9.0***	***0.8***
Code Training (name codes)	0	2	3	3	0	2	0	0	3	0	5	3	***21.0***	***1.8***
Fire Drills	3	3	3	3	3	3	3	3	3	3	3	3	***36.0***	***3.0***
Critical Incidents	2	1	0	1	0	0	0	0	1	1	1	0	***7.0***	***0.6***
Legislative Inspections	0	2	1	1	2	0	0	0	1	1	0	0	***8.0***	***0.7***
Non-Compliance	0	0	0	0	1	0	0	0	0	0	0	0	***1.0***	***0.1***
Expenditures over $25,000	0	0	0	0	0	0	0	0	1	0	0	0	***1.0***	***0.1***
Employee Complaints	0	1	0	1	0	0	0	2	0	0	5	5	***14.0***	***1.2***
New Hires	4	4	1	2	3	8	0	4	3	2	1	2	***34.0***	***2.8***
Terminations	4	1	0	4	2	2	0	0	2	4	4	2	***25.0***	***2.1***

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Parkwood LTC Indicators – Narrative

Long Term Care Indicators	September Number	September 2019 Narrative
% Monthly Occupancy	97	
Admissions	2	1 admission from home, 1 admission from assisted living
Discharges / Deaths	4	all expected, no concerns
Complaints (Resident)	2	1 from C.W. daughter (emailed reply, will set up a meeting to meet with her, complaints were not around care but unhappy with staff not having time to provide ice cream for more than 15 minutes at a time). 1 from F.M. daughter re: staff not being supportive of audio / visual camera in resident's room. Sign has been posted that video recording in progress in room, reviewing staff concerns about being recorded. Both family members are high needs and have management staff assigned to address their concerns.
Code Training (name codes)	3	Code Grey -(days), Code Green with fire department (days and evenings), Code Red with fire department (days and evenings). Walk through with fire department completed in Retirement Home - 3 follow-up concerns received: door grabber in suites X 1 in use (removed already), No wrench found in sprinkler head cabinet (we've asked for clarification), Fires Safety Plan for Long Term Care only, that was sent in January 2015, has a few revisions that are requested (request received and working on revisions). Walk through with fire department in Long Term Care still needs to be booked.
Fire Drills	3	Completed on days, evening and nights. Days and Evenings done with Fire Department - went well, both LTC and RH passed their annual drill.
Critical Incidents	0	
Legislative Inspections	0	
Non-Compliance	0	
Expenditures over $25,000	0	
Employee Complaints	5	4. Grievances re: schedule and shifts from Union Steward to Glen Caswell. No specific details, vague concerns, Glen has contacted Steward and she has not arranged for a day to meet. 1 Grievance from Union - vacation credits after 5 years of service, waiting for union to determine a date to meet (to include Karen and Elaine in meeting)
New Hires	2	1 RN off on a medical leave, hired 1 RN and 1 RPN this month (DOC was required to work on the units 3 X this month to cover registered staff sick calls that we were unable to cover)
Terminations	2	both were PSW -1 moving to the states and 1 completed her registered nurse education
Successes/Challenges/Events		
Success		Kindness Education and Graduation completed this month. Great energy and passion noticed from the graduates, post education. Annual Fire and Evacuation Drill completed with Fire Department - successful drill. Annual Clinical staff education completed. WAVE2 education on end of life care is being booked for early October (Elissa and Justyna to complete).
Challenge		Still have some difficulties recruiting PSWs to cover vacant lines, improving but continue to have 1 PT vacant line and difficult to cover sick time and vacations for night PSW rotations. Continue to have issues with telephone system (back number 519.747.2151) continue to ring as busy with first call. Garden Home residents that have phone lines with Bell experience the same issues. Several requests to review and fix issues have not been successful. Some challenges implementing Volgisitics - poor fit with administration student in August and increase demand of Laura Gorman's time with new September student volunteers have slowed progress. Will push to have it implemented fully, in the month of October. Nurse Practitioner (Elissa Bell) has accepted a part time position at SMGH and wishes to continue on with PMH, but not with the Elliott (shared position). Change is schedule mid October. Will post for FT or PT Nurse Practitioner and determine who will be the best fit. Elissa will work 1 day a week at both PMH and the Elliott during the recruitment phase.
Events		Executive Director off for 2 weeks in September/October.

Parkwood Suites Indicators

Parkwood Suites Indicators	Oct. 2018	Nov. 2018	Dec. 2018	Jan. 2019	Feb. 2019	March 2019	April 2019	May 2019	June 2019	July 2019	Aug. 2019	Sept. 2019	12 Month Sum	12 Month Average
# Monthly Occupancy Suites (77)	4	4	4	5	4	1	2	2	4	0	0	1	***31.0***	***2.6***
# Monthly Occupancy GH (18)	0	0	0	0	0	0	0	0	0	0	0	0	***0.0***	***0.0***
Admissions	2	3	2	6	2	5	0	2	0	5	0	0	***27.0***	***2.3***
Discharges / Deaths	3	2	4	4	4	1	2	1	2	0	1	1	***25.0***	***2.1***
Complaints (Resident)	0	0	0	0	0	0	0	0	0	0	0	0	***0.0***	***0.0***
Code Training (name codes)	0	1	1	1	0	0	1	1	1	1	2	0	***9.0***	***0.8***
Fire Drills	3	3	3	5	3	3	3	3	3	3	3	3	***38.0***	***3.2***
Critical Incidents	0	0	1	0	1	0	0	0	0	1	0	0	***3.0***	***0.3***
Legislative Inspections	0	0	0	0	0	0	0	0	1	0	2	0	***3.0***	***0.3***
Non-Compliance	0	0	0	0	0	0	0	0	0	0	0	0	***0.0***	***0.0***
Expenditures over $25,000	0	0	0	0	0	0	0	0	0	0	0	0	***0.0***	***0.0***
Employee Complaints	0	0	0	0	0	0	0	0	0	0	0	0	***0.0***	***0.0***
New Hires	0	1	1	1	0	1	3	0	0	0	2	1	***10.0***	***0.8***
Terminations	0	2	0	1	0	0	1	0	1	0	5	0	***10.0***	***0.8***

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Parkwood Suites Indicators - Narrative

Parkwood Suites Indicators	September Number	September 2019 Narrative
# Monthly Occupancy Suites (77)	1	84 tenants
# Monthly Occupancy GH (18)	0	26 tenants - 1 unit unoccupied
Admissions	0	
Discharges / Deaths	1	husband passed away month before she returned back home
Complaints (Resident)	0	
Code Training (name codes)	0	
Fire Drills	3	annual timed fire drill & fire inspection inspection; annual CHUBB fire system inspection
Critical Incidents	0	
Legislative Inspections	0	
Non-Compliance	0	
Expenditures over $25,000	0	
Employee Complaints	0	
New Hires	1	
Terminations	0	
Successes/Challenges/Events		
Success		Kindness training of Director & 2 Suites employees; PSW student who will be hired when completes school requirements; 2nd PSW student started with intent to hire; successful grant recipient of Seniors Community Grant $4000 for an 8-week information session for independent seniors in partnership with FMH Elderly Person Centre - staff starts for planning Oct 17 (23 weeks total)
Challenge		TSSH elevator inspection required all posters in elevators removed, Jen looking into solutions; pool closure Sept 20 into Oct due to water chemical issues after burst hose; roof leak causing on going issue for resident in 611 - fixed multiple holes on roof with no success
Events		Hosted U of W eye clinic; upcoming Federal election FYI table; retirement tea Linda H (rec staff since Suites opened)

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