

Between Us Briefly

Newsletter for Residents, their Family and Friends, Staff and Volunteers of the
Perley and Rideau Veterans' Health Centre

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PHARMACY SERVICES UPDATE



In 2011, the Perley Rideau initiated a formal and rigorous request for proposal (RFP) process for Pharmacy services. As a result of the RFP process, a new

pharmacy services provider, Medical Pharmacies Group Limited, was selected as our partner going forward. The new pharmacy will open on May 01st, 2012.

The Perley Rideau is very grateful for the support and service Medico-Dental has provided to the Health Centre, its residents and staff for many years. Medico-Dental, the Perley Rideau and Medical Pharmacies are developing the pharmacy services transition plan.

Introducing Medical Pharmacies Group Limited

Medical Pharmacies Group Limited has an Ontario-wide network of 34 corporately owned pharmacy locations committed to providing customized local service to the community and to residents of Long-Term Care and Retirement homes. Medical Pharmacies has operated two pharmacies in Ottawa for over 20 years and its Perley Rideau site will be its third.

Onsite Pharmacy

The Medical Pharmacies Perley Rideau location will be open the same hours as the current pharmacy, from 8:00 a.m. to 6:00 p.m. Three of Medical Pharmacies' Clinical Consultant pharmacists will provide dedicated daily on-site clinical services. In addition to the

on-site pharmacy, Medical Pharmacies has their own Ottawa-based medication warehouse to ensure continuity of supply and to mitigate drug shortages in the event of a disaster or pandemic.

All eligible medications will be billed directly to the Ontario Drug Benefit and all alternate drug plans such as Veterans Affairs, Blue Cross, Liberty Health, Green Shield, Shared Health, and others. Medical Pharmacies is working closely with our current pharmacy services provider to complete a seamless transfer of all existing prescription files. A brochure outlining the services available from Medical Pharmacies, and introducing the pharmacy team, will be available shortly for your reference.

Medical Pharmacies Technology and Clinical Programs

Medical Pharmacies has several technology and clinical programs built on research partnerships with McMaster University, the Ontario Osteoporosis Strategy, the London Health Sciences Centre, and partnerships with other key stakeholders such as PointClickCare. These programs align with our commitment to provide excellence in resident care and service. Some of these programs include:

MedePen: A digital pen system that securely transmits physician orders promptly and clearly to the pharmacy, eliminating significant nursing time spent faxing and reducing the chance for error;

MedeMAR: This system integrates with PointClickCare and allows nurses to document medication administration directly into the resident's electronic chart, eliminating double documentation steps.

MedeAlert: This technology automatically flags an inappropriate type or dose of medication based on each resident's kidney function. MedeAlert prevents adverse drug reactions such as confusion, falls, sedation, and delirium.

MedeINR: The MedeINR program guides physicians in adjusting doses of warfarin more accurately, decreasing the risk of serious side effects, and helping reduce the number of blood tests required for the resident.

MedeResources: Our nursing staff will have online access to pharmacy policies and procedures, drug information resources, statistics on medication use, and reports summarizing quality assurance audits of the medication system.

Continuing Education: Medical Pharmacies will provide regular onsite in-service training

and monthly newsletters for registered staff and physicians to help stay up-to-date on new medications. They have also developed a college-accredited program specifically for registered staff, to provide education about medications for all common conditions such as diabetes, hypertension, infections, respiratory conditions, pain management, and many others. Regular health and wellness clinics will also be available through Medical Pharmacies.

Next Steps

Transition planning is underway with Medico-Dental Pharmacy and Medical Pharmacies to ensure a smooth transition by May 01, 2012. The new provider will hold onsite information sessions so that everyone can meet the team and learn more about Medical Pharmacies. Further communication related to the transition of services will be provided in the coming weeks. In the meantime, Doris Jenkins, Manager of Nursing Practice will be happy to answer any questions from staff, residents, their families and friends

NAVAL AND MERCHANT NAVY WWII VETERANS RECOGNIZED

On Tuesday January 17th, Canadian Tire stores from Ottawa sponsored the presentation of 45 commemorative watches celebrating the 100th Anniversary of the Canadian Navy. Robin Devine, President of Time is Ticking Inc., the company commissioned by the Navy League of Canada to design these watches, attended the presentation. David McClenahan, owner of the Canadian Tire store on Coventry Road and Claude l'Heureux, owner of the Canadian Tire store in Orleans presented these gifts to residents of the Perley Rideau who are Navy or Merchant Navy veterans from WWII. Two navy veteran volunteers, Albert Revie and Dalton McIntyre as well as Rear Admiral (Ret'd.) Peter Martin, past Chair of the

Perley Rideau Board of Directors, also received a watch.



Our own Vice Admiral Ralph Hennessy (pictured above with David McClenahan) received the first watch and said a few words of thanks on behalf of the veterans. He also thanked his fellow residents for their contribution to the war service. Peter Martin, on behalf of the Perley Rideau, thanked all those involved and the veterans for their valiant efforts in battle. Canadian Tire Store owners commented that they were honoured to be able to do this for veterans. A reception after the presentation included music, refreshments and an opportunity for photos and mingling.

DEVELOPING LEADERS AT THE PERLEY RIDEAU



In the October 2011 edition of *Between us Briefly*, we shared the Perley Rideau's strategy to be "...the best place to work for those who enjoy caring for seniors and

others who require the services we provide...", and that we would get there (in part) by focusing on leadership at all levels of the organization. One of the tools available is the use of Leadership Competencies.

What is a Leadership Competency? It is really just a term for describing the skills, characteristics and behaviours demonstrated by effective leaders – think of it as a model or ideal. Each competency is carefully defined, as are the descriptions of increasing levels of skill. These competencies are powerful because they allow us to select and develop leaders using proven methods and criteria.

Leadership competencies are different from technical skills. Typically, the most technically competent employees in an organization tended to be promoted to leadership roles, but technical skills are no guarantee of leadership success. Leadership competencies, like technical or professional skills, can be learned and developed; becoming an effective leader takes planning and a deliberate approach.

The use of leadership competencies enables the development of important skill sets that are exercised by successful leaders. At the Perley Rideau, we have grouped leadership roles together, and identified five common leadership competencies within each group; however, all staff need to demonstrate at least two of the Leadership Competencies to be successful in their roles, even if their role does not exercise formal authority. The leadership groups and the competencies associated with each group (we call them "Competency Profiles") are:

All Staff

Collaboration, Interpersonal Sensitivity

Front Line Leaders (Lead Hands, RPNs, Recreation Therapists):

Collaboration; Interpersonal Sensitivity; Service and Quality Orientation; Holding Self and Others Accountable; and Planning, Coordination and Execution

Supervisors (RNs, Food Service Supervisors):
Collaboration; Interpersonal Sensitivity; Service and Quality Orientation; Holding Self and Others Accountable; and Planning, Coordination and Execution

Coordinators (Education & Best Practice, Employee Health, Volunteer Services, RAI, Infection Control): *Collaboration; Interpersonal Sensitivity; Impact and Influence; Building Strategic Partnerships; and Planning, Coordination and Execution*

Managers (Recreation Coordinator, Supervisor Plant Services, Assistant Manager Support Services, Care Coordinator Assisted Living, Assistant Program Manager): *Collaboration; Interpersonal Sensitivity; Service and Quality Orientation; Leadership Presence; and Planning, Coordination and Execution*

Senior Managers (Managing Director Foundation, Chief Administrative Officer, Chief Financial Officer, Manager Human Resources, Program Manager, Manager Nursing Practice, Manager Support Services, Medical Director): *Collaboration; Interpersonal Sensitivity; Service and Quality Orientation; Holding Self and Others Accountable; and Building Organizational Capacity*

These Competency Profiles do not mean that other leadership competencies are not important for individual roles – they are simply the ones that are held in common within each group. As individual development plans are created for each employee (more to come about this in 2012!) they may include other leadership competencies that are specific to that staff member's role.

The Perley Rideau is already putting these competency profiles to work – the Senior Management Team has begun development activities to enhance its own proficiency in

Collaboration, and Interpersonal Sensitivity. Over time, the benefits of development activities for all levels of staff should help the

Perley Rideau become “...*the best place to work for those who enjoy caring for seniors and others who require the services we provide...*”

A DAY IN THE LIFE OF A PERSONAL SUPPORT WORKER IN THE ASSISTED LIVING PROGRAM



Every day in the Assisted Living Program presents new challenges and opportunities to put into use the unique skills and experience of the Personal Support Workers (PSWs). Each of the clients in the program have complex needs and limitations and they appreciate the wide scope of services that the PSWs provide that support their desire to remain safely in their own home. The following scenario represents a “***Day in the life of the PSW***” in the Assisted Living Program:

Lucy travels to the first home where the client and his wife have lived for several years in a building that has a large population of seniors, is close to stores and medical services and is on a regular bus route. The client has dementia and has become more resistant to care. Lucy has used her experience dealing with the elderly and the skills she learned in the Gentle Persuasive Approach training to gain his trust. He has come to accept the personal care and assistance with his shower and he responds to Lucy’s cheerful demeanour and positive attitude. When time permits, Lucy helps the client’s wife with some laundry or goes to the grocery store and purchases the nutritious food that the client needs for his strict diabetic diet.

Next Lucy goes to a client’s home in another seniors’ building. This lady is gradually losing her vision due to macular degeneration so Lucy helps get her breakfast ready, checks her blood pressure and records the results of her blood sugar test. This lady is struggling with progressive vision loss and she is trying to remain as independent as possible. The sense of loneliness, anxiety and fear is overwhelming at times. Lucy offers emotional support and a listening ear in addition to the daily care.

Lucy moves on to visit a client who is confined to a wheelchair. Lucy assists the client to perform the regular exercise regime that is essential to maintain good muscle tone and circulation. The client also enjoys the social aspect of the visit and the time passes quickly.

The next stop is to see a gentleman in his nineties who needs help with his meals and medication. He is happy to see Lucy as he enjoys the twice-daily visits of the Assisted Living caregivers. He chats with Lucy while she prepares his lunch and his medication. She sits with him while he eats and keeps a careful eye on him as she knows he is prone to choking. After she cleans up the kitchen, and checks that the client is comfortable, she is able to leave.

The final stop on Lucy’s route is to see a lady who lives alone in her home and does not receive many visits from friends or family. Initially, she was very cautious and nervous about having caregivers in her home but now she looks forward to every visit. The transformation in her outlook and her enjoyment of the regular interaction with caring Personal Support Workers is very rewarding.

Lucy comments: “*Some days are very difficult. We deal with the heat and humidity in the summer and poor driving conditions in the winter; frequent schedule changes and even some emergencies but we still have to provide the care that is needed. Our clients have complex medical problems and are often frustrated and depressed by setbacks and limitations. Sometimes just holding a hand or singing a song brightens someone’s day.*”



QUALITY IMPROVEMENT LAUNCH DAY AT PRVHC

Quality Improvement (QI) is a proven, effective way to improve care for residents and to improve practice for staff. Over the past year, significant work has been done to move QI forward at the Home, notably, posting indicator data for staff, QI discussions at Home-wide interdisciplinary teams, the development of a QI framework and QI Plan.

Senior Management has developed a 3-year plan that will make sure the Home works on the most important areas first and reaches its goals. Staff from all levels and departments of the Home will be exposed to QI activities either formally (through participation on Home-wide interdisciplinary teams or smaller improvement teams) or informally (by providing input into potential changes).

To celebrate the beginning of the Home's QI journey, a QI Launch Day will be held on Feb. 29th, 2012. During this day, Clara

Ballantine, a QI Coach from Quality Healthcare Network, will facilitate a workshop for Senior Management, Coordinators, Supervisors, Late Career RNs and a number of front line staff who may be asked to lead QI in the future. The purpose of this workshop is to:

- Link QI priorities with the Home's strategic vision
- Provide basic QI concepts and understanding of QI methodologies
- Identify and plan for barriers
- Discuss next steps

At the end of the workshop, members of the Restraint Improvement Team (*Perley Unbuckled*) will be sharing the outcomes of the project. Please join us at 2:30 p.m. in Lupton Hall to hear the presentation and celebrate their success. Coffee and cake will be served.

PERLEY RIDEAU RESPONDS TO RESIDENT NEEDS AND WAIT LIST FOR ADMISSIONS



Nursing Program Managers responsible for Admissions and Gatineau Community beds met with Greg Fougere, CEO to discuss how best to reallocate beds to meet the needs of some Perley Rideau community residents whose care needs had changed. Options to reduce exceptionally long wait lists for admission to Enhanced care beds, compared to the relatively short wait list for Special Approach beds, were also discussed.

Some residents have moved between Gatineau 1 South and Gatineau 2 South over the last 3 weeks to a home area that will better meet their needs. Other residents may be moving within the next 3-4 weeks.

Data is being gathered in order to make a decision about future programming on both these units. Gatineau 1 South will remain a secured unit for those needing a secure

environment and Gatineau 2 South is being considered to become a unit that is no longer secured. While residents are being relocated to Gatineau 2 South, and while the Admission Department gathers information about needs in the community, the unit will remain secured.

Bed reallocation will occur over a few weeks; the date for completion of the transition is not yet determined. We are providing opportunity for current residents to adjust to their new home environment before moving others, and will assess and monitor this very closely in the coming days. Extra staff support is also in place in the short term to assist residents with the transition.

Thank you to the team that is working hard to ensure this transition is as seamless as possible for residents, their families and staff.



FAMILY AND FRIENDS COUNCIL

The Family and Friends Council (FFC) held its first Annual General Meeting on Nov. 24th, 2011. It was a two-fold success. The FFC tabled its Annual Report and Chantale LeClerc, the interim Chief Executive Officer of the Champlain Local Health Integration Network, spoke about the Walker Report (Caring for our Aging Population and Addressing Alternate Levels of Care), and two provincial initiatives for seniors, "Residents First" and "Behavioural Supports Ontario".

In mid-December, the FFC held a meeting, open to residents and family members, to discuss the new model for the delivery of dental health services to residents. Doris Jenkins, Manager of Nursing Practice, Dr. Benoit Robert, Medical Director, and Pat Messier of Veterans Affairs Canada attended to answer questions about the new model, which became effective Jan. 1st, 2012.

The winner of the Christmas Gift Basket raffle was Shirley Coombs, an RPN who works on Ottawa 1 East. Dave Doherty, Co-Chair of the FFC, and Shirley are pictured here with the gift basket. The winner of the framed print was Lynne Mason, a family member of a resident in the Gatineau Building.



Guest speakers at the Jan. 19th, 2012 meeting were Daniel Clapin, Managing Director, PRVHC Foundation and Ray Desjardins, Chair of the Foundation Board of Directors. In addition, Harriet Timmermans and Carolyn Vollicks discussed restorative care.

Inquiries about the Family and Friends Council can be directed to Katherine Stewart at 613-730-3429; Dave Doherty at 613-825-6548; or by e-mail to familycouncil.prvhc@gmail.com

TRANSITION TO TEMPORARY PARKING

The transition to the new parking arrangements, required by the construction of the new seniors' housing apartments, resulted in very few issues! A sincere thank you to everyone for the cooperation and patience shown and for the valued feedback provided during this process. Now that the transition period is over, here are a couple of reminders to all that use the parking lots:



PAYPOOL WINNERS

December 8	Crystal Belanger Barbara Wilson
December 22	Brunilda Vasquez Tracy Abeysondera
January 05	Vicki Burch Margaret Nanjobe
January 19	Kirstie Allen William Potvin
February 2	Alicia Camhit Anamarila Pecek



- Please do not use the fire lane that runs behind the building. **It is for emergency vehicle use only.**
- Only visitors to the facility are permitted to park in the Visitors parking between the hours of 0700 to 1500 hrs. daily, including weekends.

Also, please remember, the construction lanes are for construction traffic only.

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Editor: Judy Woodstock
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