

Between Us *Briefly*

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

Vol. 16 #2

March 23, 2012

2011 RESIDENT FEEDBACK SURVEY RESULTS



To meet the requirements of the Long Term Care Homes Act (LTCHA), the Perley Rideau must administer a satisfaction survey to residents and

families once a year. In addition to identifying areas of potential LTCHA non-compliance, the satisfaction survey will be used as a tool for the Perley Rideau's Quality Improvement (QI) Program, as the findings of the survey will enable us to identify current strengths, as well as potential QI activities.

All residents or their Power of Attorney/ Substitute Decision Maker (POA/SDM) were asked to participate in the survey in June and July 2011. Accordingly, volunteers asked 431 individuals to complete the questionnaire, of which 146 were residents and 285 were POAs/SDMs. Questionnaires were completed by 277 individuals (112 residents and 165 POAs/SDMs) for a response rate of 64%.

Results

Overall, Management is extremely pleased with the outcomes of the survey. Some key messages from the survey include:

- Residents and POAs/SDMs are highly satisfied with the Perley Rideau (overall level of satisfaction from the survey is 86%)
- The majority of respondents (96.2%) would recommend the Perley Rideau to a family member or friend

- The Perley Rideau's atmosphere is home-like, friendly, comfortable and safe
- Staff members are very pleasant, trustworthy, caring and compassionate
- The Home provides high quality care (quality of care received a rating of 87%)
- The Perley Rideau ensures residents have a high quality of life
- No high risk resident safety issues identified

Strengths and Potential Areas for Improvement

Based on survey results, residents and POAs/SDMs are extremely satisfied with the following areas: resident activities; resident services; resident care; building and environment; and food services. Although satisfied, some specific areas for improvement were identified, including: the variety of activities; the availability of certain services; staff rotation and staff shortages; noise and temperature complaints; the variety and quality of food; as well as missing personal items. Management has prioritized the areas for improvement and will be developing an action plan to address the issues. Management will consult with the Residents' and Family and Friends' Councils as required to confirm the prioritization and to obtain feedback on the proposed actions.

For complete survey results, please review the 2011 Resident Feedback Survey Report available at Main Reception in the *Information for Residents and Families* binder, as well as in the Volunteer Lounge. Copies of the report are also available upon request; please speak to a Perley Rideau Manager.



FAMILY AND FRIENDS COUNCIL

The Family and Friends Council wishes to express thanks to the Perley Rideau staff for the amazing Valentine's Day event. A wonderful time was had by all – great food, terrific music, and beautiful Valentine décor! The staff did an incredible job.

At our February meeting, Greg Fougere, Perley Rideau CEO, provided a comprehensive update on activities of the Board of Directors, as well as other items of interest to the family and friends of residents. There was discussion about the changes in pharmacy and dental services. Over the next few months, the Council is looking forward to speakers on the resident survey, the restraints project, progress

on dental services and pharmacy changes, the new construction, food services and a whole host of ideas and issues that residents, their families and friends will find of interest. Meetings are held every third Thursday at 7pm in the Boardroom. There is a bulletin board across from the Gift Shop with more information about meetings and activities, including the minutes from Council meetings. All are welcome to attend meetings and/or receive regular email updates from the Council. You are invited to contact the co-chairs, Katherine Stewart (613 730 3429) or David Doherty (613 825 6548), or by e-mail familycouncil.prvhc@gmail.com for more information.

MEDICAL DIRECTOR'S MESSAGE RE SANDOZ PLANT CLOSURE



By now, many of you may have heard of the closure of the Sandoz plant in Quebec, and are wondering what the impact may be to residents of the Perley Rideau Veterans' Health Centre.

This plant was responsible primarily for the production of injectable medications, and as such, its impact will be felt far more in the acute care hospital setting than in ours.

I have reviewed the medications that are no longer being produced by the plant. Fortunately, few of our residents require injectable medications at any given time, and for those that do, their use is usually for comfort measures in their last few days.

Sandoz has published allocation expectations based on their production capacities and historical ordering. Based on this information, and by using alternative medications that are currently available, I do not foresee disruptions in providing comfort measures for residents. Long-term care facilities and their pharmacies are tracking usage and supplies, to assist the Provincial government in their efforts for securing alternate sources of the medications. Some of the medications we use are already available at 100% allocation.

I will keep you all posted as new information becomes available. Ben Robert, M.D.



W5 STORY ON RESIDENT-TO-RESIDENT ALTERCATIONS IN LTC HOMES

A family member of a resident at the Perley Rideau and the CEO were interviewed for an upcoming story on CTV's W5 regarding

resident-to-resident altercations in Ontario long-term care homes. The story is scheduled to air on **Saturday, March 31, 2012 at 7:00 p.m.**, unless another story delays it.

UPDATE ON RESTRAINTS QUALITY IMPROVEMENT (QI) PROJECT



Since October 2011, the Home has been working on a restraint quality improvement project under the leadership of Clara Ballantine, Process Improvement Consultant from the Quality Healthcare Network.

WHY is the Home Working on Restraints?

Physical restraints are associated with concerns about resident safety and quality of life. Accordingly, the Ministry of Health and Long Term Care requires Homes to minimize the use of physical restraints wherever possible. Although the Perley Rideau has a “least restraint” policy in place, the Home’s restraint rate has consistently been double the provincial average. This suggests that the Perley Rideau has a larger percentage of residents that use at least one physical restraint on a daily basis than most other LTC homes in Ontario.

The restraint QI project provided an opportunity for the Home to answer the following questions:

1. Is the restraint rate exactly where it should be given our current resident population?
2. Do our restraint practices reflect best practice and ensure both safety and quality of life for our residents?

The Perley Unbuckled! Team

In January 2012, a 15-member team of front line staff (RNs, RPNs, PSWs, OT) and Program Managers used LEAN process improvement principles to improve restraint practices across the Perley Rideau. As a result of their hard work, restraint practices related to

new admissions, initiation of restraints, monitoring, re-assessing existing restraints and discontinuing restraints have been standardized and streamlined (less duplication, less documentation). The new and improved restraint process better supports a least restraint philosophy as it enables formalized assessments and reassessments of restraints at regular intervals, interdisciplinary decision-making about the initial and ongoing need for a restraint, and formalized consideration of alternatives to restraints.

If the Perley Rideau implements and uses the new restraint processes as designed, we should see a decrease in the total number of daily physical restraints in use, as well as a decrease in our restraint rate.

Next Steps

Education on the redesigned process and supporting tools will be provided to RNs, RPNs, PSWs, OT/OTAs, PT/PTAs, and Rec/CAS staff from April 2 through 13. Please see the April Education Calendar for session dates and times. Staff that have not been identified are welcome to attend sessions.

Facility-wide implementation of the new process is scheduled for the week of April 16th. The Perley Unbuckled! team members will be available prior, during and after the implementation to provide guidance, address concerns and answer questions from staff, residents, families and volunteers.

SHOP AND SAVE AT THE GIFT SHOP!

The Gift Shop has been open nearly sixteen years and proudly extends a special invitation for you to:

- a. come and check out our fresh new look and amazing Spring stock!

- b) complete a brief “Customer Satisfaction Survey”; once the survey results have been gathered, one randomly chosen lucky customer will win a wonderful prize! Visit the rejuvenated Gift Shop soon – the Volunteers look forward to serving you!



CREATIVE COLLABORATIONS



On February 10, 2012 Perley Rideau residents received a visit from 40 enthusiastic students from Corpus Christi Elementary School. Guided by Creative Arts Instructors,

Recreation staff and our wonderful volunteers

the grade five students, teachers and parents joined with residents for a day of art making, visiting and fun.

After a joyful day of new friendships with these wonderful young people and our amazing residents, we look forward to even more great community collaborations!

Pictured above: Veteran Resident Tamar (Willy) Fortier with Corpus Christi Elementary School Student.

NATIONAL VOLUNTEER WEEK - April 15-21, 2012

“Volunteering Lights Up Our Lives” is the theme chosen this year to help us celebrate the tremendous contribution our volunteers make throughout the year at the Perley Rideau.

Our official Volunteer Recognition Celebration will be on **Thursday, April 19th from 3:30 p.m. to 5:30 p.m.** in Lupton Hall.

How Do I Nominate A Volunteer For Special Recognition?

If any resident, family member, staff or

volunteer would like to nominate a volunteer for special recognition (Volunteer of the Year, Advocacy Award or Volunteer Team Award), please complete the enclosed Nomination Form and return it to the Volunteer Office (across from the Commissionaire’s Desk); or email Elia Touesnard, Coordinator of Volunteers, at etouesnard@prvhc.com or telephone 613-526-7171, ext. 2356.

Nominations will be accepted until Wednesday, March 28th, at which time the Volunteer Selection Committee will review all nominations.

DENTAL CARE AND ORAL HYGIENE SERVICES FOR RESIDENTS

The Perley Rideau is pleased to welcome a new dental service provider, MultiGen Healthcare. MultiGen is a leading provider of in-house dental care and oral hygiene services. Their team of accredited dental professionals are equipped with the latest equipment and techniques to ensure that today’s aging population have access to dental care in the comfort of their own home.

MultiGen’s services are available to all residents, although Veteran residents will continue to visit our clinic for their dental hygiene needs.

MultiGen’s initial assessment is free of charge and includes a new patient oral health examination along with a medical and medication history review. If dental treatment work is required, additional appointments can be arranged with the approval of the resident or their Power of Attorney (POA).

All aspects of services such as resident and POA communication and consent, appointment scheduling, billing and administration are handled directly by MultiGen.





ENERGY AND FACILITY RENEWAL – PROGRAM UPDATE

Spring has arrived and we are pleased to report that the Perley and Rideau Veterans’ Health Centre is already seeing green! We have made great progress implementing the Energy and Facility Renewal Program with Honeywell and anticipate the program to be complete in the fall of 2012. Upon completion we will save over \$367,000 in utility and operational costs annually. The program will also lower our carbon dioxide emission by 320 metric tonnes annually – equivalent to removing 53 medium size cars from the road each year.

Progress to Date

Building Envelope Upgrades: Doors have been weather-sealed to help reduce heat and cooling losses.

Water Conservation Upgrades: We have replaced 550 toilets and flush valves with low flow type models. In addition, low-flow aerators have been installed on washroom sinks. These measures will reduce our water costs by 1/3, saving over \$57,000 per year. Our water usage will drop by close to 21,000m3, enough water to fill approximately 8.3 Olympic size pools.

Lighting System Upgrades: Lighting retrofits are now complete in all 3 residences, the Perley Centre and Links. Lamps and ballasts (electronic device) were replaced with new generation high efficiency models. The new lighting systems and controls will reduce the amount of electricity required to operate the lighting fixtures.

Next Steps

Lighting System Upgrades: The final phase of the lighting retrofit is now complete. The high efficiency lighting systems will reduce our electricity costs by close to \$42,000 per year.

Building Automation: Upgrades to the building automation system have begun this month and include work in each of the residence wings and the Perley Centre. The majority of the work will be done behind the scenes but you may see workers adding controllers in the Fitness Centre, Perley Centre corridors, kitchen and some offices. The upgrades will allow for more efficient control of heating, cooling and ventilation systems.

Central Heating and Cooling Plant: This month we will begin work on a new central heating and cooling plant. The new plant will be located between the Gatineau Link and the Perley Centre, enclosing a small area between the two buildings. You will notice some heavy machinery for excavation and craning in the area. Disruptions to services will be minimal and will be scheduled for after-hours whenever possible. There will be a safe area from the Gatineau Link to view the construction and watch the progress of the Central Plant addition.

If you have any questions or concerns, please contact Akos Hoffer at (613) 526-7170, ext. 2109.

Earth Hour – Saturday, March 31, 8:30 – 9:30 p.m.
Across the globe on Saturday, March 31 @ 8:30 p.m. people will turn off their lights for one hour to show that together we can do amazing things for something truly amazing.

PAYPOOL WINNERS

February 16	Barbara Brown Colleen Semph
March 01	Eleticia De La Cruz T. J. Murdock
March 15	Christi Dudiak Amanda Smail



Between Us Briefly, Vol. 16-2
Editor: Judy Woodstock
Special Thanks to Those Contributing Articles for this Issue:
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 Elia Touesnard**

2012 VOLUNTEER RECOGNITION AWARDS

Nomination Form

(Can be submitted by any employee, resident, family member, or volunteer)

Please indicate the award for which this nomination will be considered:

_____ **Volunteer of the Year**

Criteria includes: volunteer must exemplify Perley Rideau's Core Values; be a model for the spirit of volunteerism at Perley Rideau; have been actively volunteering during the preceding 6 months; and continue to be an active and exceptional registered Perley Rideau volunteer.

_____ **Advocacy Award**

Criteria involves recognizing a volunteer (or a group of volunteers) who goes above and beyond the regular volunteer program to advocate for, or serve on behalf of, or speak on behalf of, our residents.

_____ **Team Award**

Awarded to a team of volunteers who, as a group, provide service and assistance in an exceptional way that integrates volunteers with residents, staff and families.

Name of Volunteer/Team _____

Area of Volunteer Service _____

Every volunteer/team is worthy of recognition. Why are you nominating this volunteer/team for special recognition?

Thank you for submitting your nomination.

All nominations will go before the Nomination Committee for consideration and final decision. Please drop off your form by **Wednesday, March 28, 2012**, to the Volunteer Office (mail slot in door), across from the commissioner's desk.

The recipients will be honoured at our annual Volunteer Recognition Reception on Thursday, April 19, 2011 from 3:30 to 5:30 p.m. in Lupton Hall.