

Perley Health

Family and Friends Council Zoom Meeting Notes

February 16, 2023.

Welcoming remarks and review of the Agenda were provided by the Chair.

Mary Boutette, COO, presented the management update and Stephanie Kim, RN, BSc, BScN, RAC-C, GNC(C) Manager, Resident Care for the Ottawa building, and Erma Licarte, RN, Rideau building, presented the topic, the Care Plan.

1. Mary Boutette, COO, noted that the Perley management fosters an open door policy with respect to ensuring availability to Perley residents and families. In addition to Stephanie Kim, Ottawa Building, the other Resident Care Managers are Samantha Diceman, Rideau Building and Kerry Tubman, Gatineau Building, as well as Lorie Stuckless, the Director of Support Services, and all are available to respond to your questions or concerns.

- a. Mary spoke to the upcoming (March 20-23) Accreditation Canada process when two surveyors will be in the Perley to assess the operations/functions of the Perley against a specific set of standards. This process occurs on site every four years. Standards provide LTC homes with “criteria and guidelines for developing resident-centred, high quality care enabled by a healthy competent workforce”. Mary reported that it will take a few years before all the new LTC Standards are integrated into the accreditation standards and then implemented in LTC homes, as the rate of implementation across the country varies and implementation of the standards, and/or participation in Accreditation, is not mandatory.

The Perley will also soon undergo an inspection by the provincial Ministry, as inspections have been on hold the past couple of years.

- b. Nurse Practitioner. Mary announced the recruitment of a registered Nurse Practitioner, made possible by Ministry funding. The Nurse Practitioner will support the physicians and will be a resource for clinical staff.
2. Presentation: the Care Plan. Stephanie Kim, RN, BSc, BScN, RAC-C, GNC(C) Manager, Resident Care, the Ottawa building, and Erma Licarte, RN, Rideau building, provided their presentation via a slideshow which has been distributed to members who have provided their email contact to the

Family and Friends Council. A number of questions were posed during the presentation. The following is a summary of responses to the topics:

- The regular schedule of review of the residents' Care Plans was disrupted by the Pandemic, but it is back on track going forward. However, the annual Care Conference with family is now being scheduled. Also, when the need arises due to changes in care precipitated by events such as falls, medication changes, etc. an additional care conference can be held
- The Resident Assessment Instrument (RAI) is a data collecting process done quarterly by an RPN to track the health status of each resident. Data are collected from reports of the nursing staff, Occupational Therapy (OT), Physio and other reports, as needed.
- Staff at the Care Conference may include the physician, nursing staff (including the PSW) physio, OT, spiritual practitioner, recreation, or other staff as deemed relevant to reporting on the status of the individual resident's health and well-being; may differ for each resident.
- Print copies of the Care Plan may be obtained at any time by a request to the nursing staff.
- The RAI is a snap-shot of the resident's status at a point in time; it is a requirement of the Ministry. Input of the Designated Caregiver is not required.
- The Unit RN and/or the Manager, Resident Care, are the best contacts if you have questions or concerns relating to the Care Conference, process or content.

3. Heather Moxley, the Chair, solicited input from the members on possible topics for upcoming FFC meetings:

- Opening of the doors of each building to families since staff and volunteers are allowed to use these doors. The question will be forwarded to Mary Boutette, COO.
- Fixing Long Term Care, new provincial legislation. Ask administration to provide regular updates on the progress of implementing the new regulations; impact of new Ministry funding on the latest staff hiring initiative; the implementation of the "4 hours of direct care" regulation; need for a more detailed report on the Perley's progress in achieving the four hours of direct care, including the definition.
- Doreen Rocque, past chair of the Champlain Region Family Council Network, attended the FFC meeting and provided input from a recent CRFCN survey on topics of interest - #1 was Staffing and #2 was

Palliative Care. Doreen also noted that the CRFCN will be meeting with the Ministry mid-March and implementation of the Fixing Long Term Care standards as well as those developed by the national Health Standards Organization will be on the agenda.

Submitted: Barbara Caverhill, Co-chair, Secretary.