

PRAIRIE NORTH REGIONAL HEALTH AUTHORITY

2014 LONG-TERM CARE QUALITY ASSESSMENTS

Personal and privileged information has been removed for the attached documents as per legislative requirements.

Long-Term Care Quality Assessment

Please Select Your Health Region:

- | | | |
|---|---|--|
| <input type="checkbox"/> Athabasca | <input type="checkbox"/> Five Hills | <input type="checkbox"/> Heartland |
| <input type="checkbox"/> Cypress | <input type="checkbox"/> Kelsey Trail | <input type="checkbox"/> Mamawetan Churchill River |
| <input type="checkbox"/> Keewatin Yatthe | <input type="checkbox"/> Prince Albert Parkland | <input type="checkbox"/> Regina Qu'Appelle |
| <input checked="" type="checkbox"/> Prairie North | <input type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise |
| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Battleford District Care Centre, 24116

1. Facility Visit:

Date of visit (DD/MM/YYYY): 31/03/13, 07/05/14, 26/05/14

Please list those from the RHA that attended.

Joan Zimmer, Director Continuing Care - 26/5/14. Gloria King VP - 7/5/14.
Gillian Churn, Board Member - 31/3/13.
Attendees for Resident Council Meetings from November 2013 to May 2014 included: Facility Manager Sandy Grant, Lynette Van Der Merwe, Assisted Facility Manager, NUCS (Shawn Duddridge, Maureen Tatchell, Brenda Charabin, Cindy How), Dietary Supervisors (Joan Zwarych, Brianne Bell) Environmental/Laundry Supervisor Natalie Menzel, Rec Therapist (Colleen Perrin, Donna Seib).

Please list the themes identified.

Laundry, Care/safety, Dietary, Recreation, Environment

2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?

Monthly

Please list the themes identified at the resident/family council meetings.

Laundry, Care/safety, Dietary, Recreation, Environment

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

- Dishes - Dietary dishes for the residents are made out of melamine therefore the dishwasher heat causes dishes to peel and turn white. Budget allows for ordering of 24 to 48 at one time and depending on company stock the process takes a month at times. This process is ongoing for months. We did receive new coffee cups in April.
- Sandy, Facility Manager, will place small table top ice chip machines in the budget, eventually each ward could have one if budget allows.

- The wards do not have a room to store equipment such as laundry hampers, laundry carts and lifts, therefore the staff store all items on the one side of the hallway to help prevent clutter.
 - A Family member that would like to spend the night with her husband - it was said we do not have the space at the moment, however it was suggested a bed could be placed in the room for her.
 - Ward 1 Ice Machine was moved because of the heat and noise. Renovation was done to an area on Ward 2 and the ice machine was moved there for Ward 1 and Ward 3 staff to use.
 - Central Services had their Maintenance Group look at our Facility Heating and Air Systems and Wilma Peek Maintenance Manager said they have had 3 meetings. During the summer there will be a meeting to discuss recommendations and solutions. Regarding the dry air - humidifiers cannot be placed into Long Term Care Facilities as it is illegal due to Infection Control issues
 - Electric fireplaces were purchased and placed in the dining rooms however the breakers kept tripping. The area needs a large electrical upgrade and that is in the CMP for 2016/2017.
 - Lost laundry occurred and laundry staff will check more carefully the laundry stacks to be delivered to wards. Different coloured labels to be used for persons with similar names.
 - Some residents requesting smaller portions. Dietary advised that present food portions meet Canada Food Guide and residents can leave what they cannot eat. BBQs for residents to be held monthly as well as picnics.
 - Discussion of renovations occurred. Sea can will be on site for storage of residents belongings that have to be relocated during renovation. To remain after renovations for storage of equipment.
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| <input checked="" type="checkbox"/> Prairie North | <input type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise |
| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Lady Minto Health Care Center, Edam, 33

1. Facility Visit:

Date of visit (DD/MM/YYYY): 26/11/13, 28/05/14

Please list those from the RHA that attended. Neal Sylvestre, Director Rural Facilities - 26/11/13, 28/05/14, Bonnie Letwinetz, Temporary Facility Manager - 26/11/13, 28/05/14.

Please list the themes identified. Dietary, Environmental Services, Care, Activities

2. Resident/Family Council:

Is there a resident/family council? Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet? every 3 months

Please list the themes identified at the resident/family council meetings. Resident wanderers going into neighbor's room when unwelcomed. Natural gas fireplace cold and drafty in winter; fan too noisy to operate. The curtain separator in the activity room is no longer functioning. Evening CCA staffing is insufficient. Request for more OT/PT services for residents. Activity program is very good. Residents looking for greater variety in meals.

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils. Residents to contact nursing staff if an unwelcomed resident comes into their room. Options will be looked at to reduce cold draft coming from gas fireplace. The curtain separator has been repaired. CCA staffing enhancement of 0.68 FTE to support evening care. Availability of OT/PT services remains a challenge; visiting professionals come from Turtleford as required. Team to work together to meet OT/PT care plan for residents. New menu items have been introduced which residents appreciate. BBQ planned.

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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Villa Pascal, North Battleford - 24134

1. Facility Visit:

Date of visit (DD/MM/YYYY): 28/11/2013, 4&15/5/14,

Please list those from the RHA that attended. Gloria King - VP, Terri Michaud - Facility Manager. Long service awards - 15/5/14, Spring Tea - 4/15/14, Resident Council - 28/11/13.

Please list the themes identified. Dietary, Laundry, Environmental, Care/safety, Recreation

2. Resident/Family Council:

Is there a resident/family council? Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet? monthly

Please list the themes identified at the resident/family council meetings. Dietary, Laundry, Environmental, Care/safety, Recreation

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

Need blinds in high windows as sun shines in residents faces when sitting in rocking chairs. Ladies auxillary donation to purchase blinds for windows.
Discussion re: what to do during fire drills.
Discussion re: hand hygiene and it's importance.
New menus; cooks will take one more day to tweek to resident's preferences.
Discussion re: waiting to go to washroom especially on nights; only 2 staff for 38 residents.
Discussion re: numerous outings and activities for the coming month.
Will install hand sanitizer stations lower so residents in wheel chairs can access.
Discussion of OHS issue re: repositioning appropriately and keeping everyone safe.

Black markers have been put in all resident's bathroom so as to facilitate easy labelling of new clothing for residents.

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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: River Heights Lodge, North Battleford - 24125

1. Facility Visit:

Date of visit (DD/MM/YYYY): 15/05/2014
20/03/2014
6/6/14

Please list those from the RHA that attended.

Joan Zimmer, Director Continuing Care (x2)
Gillian Churn, Board Member (x1) 20/03/2014
Lloyd Bullock, Director Environmental Services (x1) 20/03/2014
Gloria King, VP, 6/6/14 - Site visit & Wall Walk.

Please list the themes identified.

Laundry, Care/safety, Dietary, Recreation, Environment

2. Resident/Family Council:

Is there a resident/family council? Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet? 1x/mth, with the exception of July and December

Please list the themes identified at the resident/family council meetings. Laundry, Care/safety, Dietary, Recreation, Environment

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

LAUNDRY

- new perm staff, will provide consistency
- nursing did closet blitz Dec 2013 to correct misdelivered laundry
- Laundry turn around time 3 to 4 days. To try different colour labels on laundry if names of residents similar so clothes do not end up in wrong resident's room

NURSING

- new 4 hr evening CCA; duty to do reg. rounding/respond to callbells

- installed and increased # of enunciator panels to help reduce noise at night. Response from residents is that this effort has been successful.
- Falls – will use a star with room number to indicate residents who may require extra attention for falls. Falls reduced by 50% from last year.
- New pain flow sheet to track pain experienced by residents
- East Tub room reno's on CMP, but have not been approved to date. Request is for new tub & larger tub room (still outstanding)
- unable to provide more than 1 bath/week with current CCA staffing levels
- Need to speak English during work hours has been put on communication alert as a reminder to all staff and department heads.
- Hand hygiene discussed re: importance of staff, residents and visitors to participate in program.

ENVIRONMENT

- Some resident doors have been changed to lever handles, starting to replace closet doors as able.
- Painting in facility is a work in progress.
- New doors installed to outdoor space but still require security plus require IT to install the push button access. Cost of push button access donated by Auxiliary.
- Cement work to begin soon on outdoor patio – cost supplied by a donation.
- Auxiliary Tea – good turnout with approx \$400 taken in. Gloria King, VP, attending and serving in this event.

DIETARY

- homemade snacks being offered on weekends now
- residents can ask for smaller portions and will receive same.
- New menu for spring with different types of salads, meats and more vegetables. Residents will have to request smaller portions if wanted.
- Nutrition med pass explained to residents.

RECREATION

- rec'd donation, spending portion of same on supplies for active games.

SITE VISIT & WALL WALK (6/6/14) - Gloria King, VP

- 15 staff taking part, lead by RN Theresa Mamer who works on the West side at RHL. Manager and Assistant Manager also present. Review of issues raised by both management and staff with ongoing monitoring.
 - Falls Alert – on a large neon sign at the VIS WALL, room numbers are noted where there is increased risk of falls.
 - Residents being offered water in the morning when awakened has now become routine.
 - Sling Supply – catchball problem-solving re: available supply of clean slings in the morning.
 - Respect – Staff to knock before entering Resident rooms.
 - Congratulated staff on hand hygiene stats that were 100% on the last audit.
 - Review of the provincial QI Indicators affecting their facility.
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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Jubilee Home, Lloydminster, Sk. - 25119

1. Facility Visit:

Date of visit (DD/MM/YYYY): 10/10/13, 9/1/14, 13/3/14

Please list those from the RHA that attended.

Oct 10/13: (Lori Anderson - Facility Manager, Sarah Todd - Assistant Facility Manager, Joan Zimmer - Director Continuing Care, Lloyd Bullock - Director Environmental Services, Gloria King - VP, Bonnie O'Grady - Board Chair, Leanne Sauer - Board Member, Gillian Churn - Board Member)
Jan 9/14: (Lori Anderson, Sarah Todd, Joan Zimmer, Bonnie O'Grady)
Mar. 13/14: (Bonnie O'Grady, Lori Anderson, Gillian Churn)
June 12/14 (Lori Anderson, Leanne Sauer)

Please list the themes identified.

Building/Environmental, Recreation, Dietary, care staff and resident interaction

2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?

every 3 months

Please list the themes identified at the resident/family council meetings.

Condition of the interior of building (esthetics), co residents (cognitively impaired) wandering into residents rooms, choice/variety of pureed diet options, front doors not wheelchair accessible,

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

Renovations to every resident room will be complete by next week, with the addition of a family dining room, family living room, chapel and meeting room. Old wall paper and hand rail have been removed with new paint and hand rails applied.
Yellow wide door bands have been implemented and provided to those residents whom wish them to be available for there rooms, has had fairly good success with this.
Kitchen worked to expand their pureed diet choices. While keeping in mind

healthy choices, they are also providing 'treats' is pureed cake and ice cream; feedback has been positive.

Work has been done with IT in regards replacing front door system.

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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: L. Gervais Memorial Health Centre, Goodsoil - 45

1. Facility Visit:

Date of visit (DD/MM/YYYY): June 18, 2014

Please list those from the RHA that attended. Neal Sylvestre, Director Rural Facilities, Irene Denis, VP - Resident council template will be completed on June 18, 2014.

Please list the themes identified. To follow up on themes raises at resident council. To examine issues related to: dietary, care/resident safety, environment, activities. Will be speaking directly to residents, frontline staff and families.

2. Resident/Family Council:

Is there a resident/family council? Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet? Quarterly

Please list the themes identified at the resident/family council meetings. June 4, 2013 - Introduction of Resident Family Council
September 18, 2013 - Raising funds for activities program.
December 13, 2013 - Building cold
May 9, 2014 - Activities for Summer

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils. June 4, 2013 - New members elected
September 18, 2013 - Raffle and silent auction held
December 13, 2013 - Boilers fixed.
May 9, 2014 - Trip to local Greenhouse and flowers purchased for facility
Bar-B-Q scheduled

Long-Term Care Quality Assessment

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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Loon Lake Health Centre - 81

1. Facility Visit:

Date of visit (DD/MM/YYYY): May 20, 21, and 26, 2014

Please list those from the RHA that attended. Neal Sylvestre, Director Rural Facilities - May site visits. Next resident council scheduled 17/6/14. Changing to day time meeting as evening meeting not popular. Kelly Lyon Facility Manager attended resident councils 3/10/13, 17/12/13, 25/3/14.

Please list the themes identified. Staffing, Care, Activities, Dietary

2. Resident/Family Council:

Is there a resident/family council? Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet? Quarterly

Please list the themes identified at the resident/family council meetings. June 12, 2013 - Newly established Resident Council
October 3, 2013 - Activities - would like more entertainment. Would like more activities as at present only have an activity worker in the morning
December 17, 2013 - New monthly calendar to families. Recruit more volunteers
March 25, 2014 - Vis Wal - (falls, hand hygiene, quality indicators). Meals good - too many soups for supper. Concerns with regard to available care staff to manage workload.

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils. Staffing enhancement of 1.37 FTE CCA staffing to support resident care. Poster out in community asking for volunteers to support resident activities. Local school band visiting.

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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Northland Pioneer Lodge - Meadow Lake - 26112

1. Facility Visit:

Date of visit (DD/MM/YYYY): 14/3/14, 2/5/14,

Please list those from the RHA that attended.

Joan Zimmer - Director Continuing Care - Site visits. Shelley Wasyliw - Facility Manager, Janice Fillion - Assisitant Facility manager attending monthly resident council. Gloria King, VP performed a full tour on March 14, 2014. All Residents looked comfortable and engaged in their environment. Many were having interactions with staff. 16/4/14 - Jane Pike, Board member attended resident council.

A one week RPIW to enhance Recreational Therapy on the Dementia Unit at Northland Pioneers Lodge was held from April 28 to May 2, 2014. All of SLT and the Director attended the Report Out on Friday May 2.

Please list the themes identified.

New direction for resident & family councils, Laundry, Care/safety, Dietary, Recreation, Environment

2. Resident/Family Council:

Is there a resident/family council? Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet? Monthly

Please list the themes identified at the resident/family council meetings.

Laundry, Care/safety, Dietary, Recreation, Environment

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

Residents state what they would like to see changes to activity schedule for upcoming months.

Discuss the equipment needs, subscriptions

Volunteers--- discuss the effectiveness and who is coming to volunteer their services. Service groups, schools, churches etc.

Laundry-- misplacing of personal clothing. Misplacing of personal laundry is

being addressed by having laundry staff put away clothing rather than CCA staff.

Visitors over staying the welcome has been addressed by placing a reminder for visitors to not visit after 9pm.

Environmental services-- discuss safety of residents and staff and the importance of keeping rooms clutter free for all. Residents have been asked to have family members to take unused items and clothing home.

Maintenance-- room temperatures fluctuate from very hot to cold. Repairs that need to be done.

Dietary-- discussed second choice for meals if they do not like what is for that meal. Requested less sandwiches at supper. More choices for HS lunch.

Facility processes/building--- discussed Vis Wall and it's purpose. Changes in work hours and routines for some staff. Terms of reference for Resident Councils, resident council format etc. Maintenance of the facility is ongoing as budget allows. Areas are prioritized. Daily maintenance requisitions are utilized.

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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Cut Knife Health Complex - 25155

1. Facility Visit:

Date of visit (DD/MM/YYYY): 22/01/2014, 23/04/14

Please list those from the RHA that attended.

Gillian Churn Board Member - 22/01/14, Neal Sylvestre Director Rural Facilities - 22/01/2014, 23/04/14, Diana Duncan Facility Manager - 23/4/14.

Please list the themes identified.

Dietary, Care/safety, Environment, Activities

2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?

Quarterly

Please list the themes identified at the resident/family council meetings.

-Dietary concerns/complaints
-Recreation not available in evenings and weekends
-Limited access to physician , not pleased with only having a NP

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

-Working with Lori Graupe (Dietary Director) to develop new menu and standard recipies
-Repeated /ongoing postings for casual recreation staff to cover vacancies of current recreation staff.
Residents comfortable with environment. Region working to recruit full time physician. NP has access to visiting onsite physician support.

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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Maidstone Health Complex - 25128

1. Facility Visit:

Date of visit (DD/MM/YYYY): 19/11/13, 14/01/14, 7/4/14

Please list those from the RHA that attended. Neal Sylvestre, Director Rural Facilities - 19/11/13, 7/4/14, Sharon Jackson, Facility Manager - 19/11/13, 14/01/14, 7/4/14, Laurie Gilliespie, Facility Operation Manager - 14/01/14, 7/4/14, Board Members: Helene Lundquist - 19/11/13, 7/4/14, Gillian Churn - 19/11/13, 14/01/14, and Bonnie O'Grady - 19/11/13.

Please list the themes identified. Dietary, Environmental (room & water heating), Activities

2. Resident/Family Council:

Is there a resident/family council? Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet? Quarterly

Please list the themes identified at the resident/family council meetings. Music, movies and outings are popular and appreciated. A colourful plate containing a variety of food would be nice, ? more fresh fruit and veggies. Laundry discussed; missing sheepskins, personals etc.

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils. Staff asked to report environmental control problems through mega-mation so we can track and troubleshoot problems. Working on adding mixers to remedy cold water issues. Approval for roofing solution to ice build up. Bonnie O Grady to see if she can investigate missing laundry items from the North-Sask perspective. Dietary Manager developing the menu; more fresh food options.

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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: St. Walburg Health Complex - 25137

1. Facility Visit:

Date of visit (DD/MM/YYYY): 1/10/13, 7/1/14, 2/4/14,

Please list those from the RHA that attended. Neal Sylvestre, Director Rural Facilities - 2/4/14, Lynn Camgoz, Facility Manager - 1/10/13, 7/1/14, 2/4/14.

Please list the themes identified. Menus, laundry, activities, roof repair, heating system, PT/OT, Smoking building outdoors for residents.

2. Resident/Family Council:

Is there a resident/family council? Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet? Quarterly

Please list the themes identified at the resident/family council meetings. Discussed Falls Prevention Program, safety programs OHS, facility inspections
Residents say nurses are nice, satisfied with care. Family state that staff are great, feels like "home" when they come into building.
Non-smoking resident raised concern regarding smoking residents that have to go outside in cold, far away from building. Expressed it would be nice to have a shelter for them to smoke in.
Family expressed mother was fitted for w/c some time ago, it is 6 week wait time.
Currently our ceiling track lifts do not allow us to transfer resident into the bathroom, due to the header and the size of the bathrooms.
Family would like to see more fresh fruit and vegetables. Communicated with dietary staff

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both Menus have improved, i.e. more variety of vegetables, more fresh fruit is served. Try to individualize whenever possible. Laundry concerns dealt with

the facility visit and discussions with resident/family councils.

continually. Extra laundry staff brought in to go through all closets. Reminders up to have personal clothes stay in building, etc...Residents like activities currently being offered. Would like to have activities on weekend - request put in 2014-15 budget proposal. Roof issues discussed and we are getting replacement summer 2014. Residents are very appreciative of improved heating in the winter months. 17 valves replaced on register heating system.

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| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: Riverside Health Complex - Turtleford - 25146

1. Facility Visit:

Date of visit (DD/MM/YYYY):

May 6, 2014

Please list those from the RHA that attended.

Vicki Smart VP Primary Health Services
Neal Sylvestre Director Rural Facilities

Please list the themes identified.

Dietary, Staffing levels, Activities.

2. Resident/Family Council:

Is there a resident/family council?

Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet?

Every two months The first Tuesday of the month

Please list the themes identified at the resident/family council meetings.

Recreational events and the addition of more meaningful life activities for residents.

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

New dietary staff to attend North Battleford Regional orientation to participate in the additional half day of training specific to dietary -part of a pilot project for dietary staff). Activities Coordinator implementing resident life story; bird house painting and sewing projects have recently been added to the program. Hours of work have been changed in activities department to allow for longer afternoon activities (more outings and early evening activities). RPIW planned for October 2014; to improve patient experience in LTC and Acute care.

Long-Term Care Quality Assessment

Please Select Your Health Region:

- | | | |
|---|---|--|
| <input type="checkbox"/> Athabasca | <input type="checkbox"/> Five Hills | <input type="checkbox"/> Heartland |
| <input type="checkbox"/> Cypress | <input type="checkbox"/> Kelsey Trail | <input type="checkbox"/> Mamawetan Churchill River |
| <input type="checkbox"/> Keewatin Yatthe | <input type="checkbox"/> Prince Albert Parkland | <input type="checkbox"/> Regina Qu'Appelle |
| <input checked="" type="checkbox"/> Prairie North | <input type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise |
| <input type="checkbox"/> Saskatoon | | |

Facility Name and Number: DR. Cooke Extended Care Center, Lloydminster, AB.

1. Facility Visit:

Date of visit (DD/MM/YYYY): 26/11/13, 25/3/14, 27/5/14

Please list those from the RHA that attended. Gloria King VP June 11, 2013 and Sept 24, 2013, Joan Zimmer Director Sept 24, 2013 and May 27, 2014, Bonnie O'Grady Board Chair Nov. 26, 2013, Helen Lunquist, board member Jan. 28 & Mar. 25, 2014 and Leanne Sauer board member May 27, 2014

Please list the themes identified. Renovations for DCECC and move to new facility in near future.

2. Resident/Family Council:

Is there a resident/family council? Yes ☒ No ☐

If no, when will a resident/family council be established?

If yes, how often do they meet? Every second month except during July and August

Please list the themes identified at the resident/family council meetings. Renovations, New facility, Care/Safety.

3. Action Plan:

Please describe the RHA Action Plans to address the themes identified in both the facility visit and discussions with resident/family councils.

- 1) New facility--meetings held with residents and families to discuss progress of construction and to confirm colors and murals chosen for this site were those that residents previously voted on.
- 2) Renovations for present site discussed with reference to palliative care room, hairdressing and chapel. Joan Zimmer assured residents that provisions for these areas will be part of the renovation plans.
- 3) Safety- visitor parking area kept sanded all winter and sand boxes provided at front door. This may be the parking lot was swept and repainted. Particular note that a no parking area was added at the front entrance area as this had been identified at resident council as a safety concern for residents and families entering and exiting the facility. One resident requested that one staff remain in

dining room to assist residents during meal time. The resident feels staff may leave to take residents back to their rooms. Manager indicated one staff to remain in dining room and will remind staff.

Letters from Resident Council

To City Lloydminster requesting repair to wheelchair ramps on city sidewalks near DR. Cooke and at the entrance to Dr. Cooke

To Handibus Society to have painted ads removed from the windows so a person can see out of the window.
