

# Long-Term Care Quality Assessment - 2017

## Please Select Your Health Region:

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|---|---|--|
| <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 |
| X <input checked="" type="checkbox"/> Keewatin Yatthe | <input type="checkbox"/> Prince Albert Parkland | <input type="checkbox"/> Regina Qu'Appelle         |
| <input type="checkbox"/> Prairie North                | <input type="checkbox"/> Sun Country            | <input type="checkbox"/> Sunrise                   |
| <input type="checkbox"/> Saskatoon                    |   |  |

## Facility Name

## and Number:

La Loche Health Center

Date of visit (DD/MM/YYYY): 22/09/2017

Please list those from the RHA that attended:

CCA'S/resident on respite time and Acting Executive Director of Health Services

Please describe what is working well as identified through your visit and discussions with residents and families:

Nice environment; new furniture's  
Calm atmosphere in the facility  
CCA's interaction with the residents  
Respectful environment

Please describe areas for improvement as identified through your visit and discussions with residents and families:

Better maintenance or preventative maintenance (Batteries charge) for the residents lifts  
Bath Tub temperature control  
Food temperature and time serve  
Resident aggressive behavior toward other resident

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Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

Electronic Preventative Maintenance program implementation on going  
Electronic PO order implementation in progress  
Purposeful rounding implemented to provide safe environment  
Continue to support and promote respectful behavior toward residents and co-workers  
Standard work implement on used of the Bath tub thermometer  
Work with the Kitchen department to look at the way to correct the temperature and the time the food is served. Use the warmer device to keep food warm for residents where it's delay to have their meal serve.  
Provide training regarding resident with dementia, Alzheimer and other condition  
Interdisciplinary meeting including family, PFA representing, to adapt plan of care for resident with this condition

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**Facility Name and Number:** St-Joseph Hospital Ile a La Crosse

Date of visit (DD/MM/YYYY): 28/09/2017

Please list those from the RHA that attended:

CCA's/ Patient Care Coordinator/residents

Please describe what is working well as identified through your visit and discussions with residents and families:

\_\_Clean environment

Purposeful Rounding

Respectful workers

Activities

Quality of Care

Please describe areas for improvement as identified through your visit and discussions with residents and families:

Aggressive behavior toward resident/employees from some resident

Food (menu)

Short of staff on/off

Response time to call

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Please describe how the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

Interdisciplinary meeting including family and the PFA representing, to discuss the disruptive behavior and build efficient and appropriate plan of care and action for resident with dementia, Alzheimer and other condition  
Review with the food service department and manager the menu  
Hiring more casual employees, to increase the casual list (completed)  
Purposeful rounding in place to resolve this matter or at least decrease the response time to the residents call  
Include the PFA representing

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