

Heart Disease is a general term that means the heart is not working properly. Some forms of heart disease are present at birth (congenital heart disease), while others develop as we age. Many forms of heart disease can be prevented by living an active, healthy lifestyle.



- Heart Disease and stroke claim a Canadian life every 7 minutes
- Heart Disease and stroke take the lives of more Canadian women than men, yet too many women still think of it as a “man’s disease”
- 9 out of 10 Canadians have at least one risk factor for heart disease or stroke

Make Healthy Choices: Eat well, Get Moving, Decrease stress, and Maintain a healthy weight

MARCH

Skin and Wound Program

An LMS Module has been created for Personal Support Workers (PSWs) on the safe administration practices of applying Treatment Creams that is a delegated task from Registered Staff. All PSWs complete the module and a return demonstration on proper techniques.

Further education will be provided to the Registered Staff on Pressure Ulcers and identifying Impaired Skin Integrity types and treatment options.



March is Nutrition Awareness Month!



This year’s campaign is, *Unlock the Potential of Food*. Food fuels our active lives, helps us to prevent and heal, inspires children and most importantly, brings people together!

2017 – LTC WAITLIST/ADMISSIONS/DISCHARGES

- ❖ We reviewed roughly 470 client files in 2017 to be added to our waitlist to be accepted into LTC.
- ❖ Roughly 90 of those were crisis files.
- ❖ We reviewed 93 files a second time for bed offers. Of those 93 files, 14 declined the bed and 22 were bypassed for inappropriate bed placement.
- ❖ Reasons for decline were individuals were not ready for LTC or they had accepted a bed offer somewhere else and didn’t want to move again. Reasons for bypassing individuals were mainly increased trespassing wandering, behaviours or request for further information before making an admission decision.
- ❖ We admitted 66 residents into LTC in 2017.
- ❖ 27 of those admissions were crisis placements.
- ❖ Each file takes roughly 30 minutes to review (14100 min or 235 hours), looking at information about behaviours, mobility, continence, dietary, skin integrity, and diagnosis.
- ❖ We completed 27 internal transfers.
- ❖ We had 2 discharges to other facilities in Guelph.
- ❖ We had 65 residents pass away in LTC in 2017.

2017-2018 QUALITY IMPROVEMENT PLAN (QIP) RESULTS

Reduce Rate of Falls on 2E

- This QIP was implemented on our 2E unit.
- Our goal was to reduce the number of falls on this unit by creating and implementing a rounding schedule and providing education and training on our lifts and transfer devices.
- The rounding schedule was to be done by both registered staff and personal support workers. They would complete a safety round every hour on opposite hours in order to ensure the safety of residents. They would look at each resident and ensure they were seated safely in their chair, laying safely in bed, call bells accessible, etc. This was in hopes to provide intervention before a fall occurred.
- Unfortunately, the rounding schedule was not effective in preventing falls. After looking at the information on the rounding schedule, there was no correlation between who fell and who the staff had assisted prior to the fall.
- The lift and transfer training has been started and we are continuing to develop further processes. This goal continues to be assessed and will be part of our QIP moving forward as there is still work to be done.

Reduce Worsening Mood on 2N

- This QIP was implemented on 2N unit.
- Our goal was to reduce the percent of residents that score 3 or more on the Depression Rating Scale (DRS) and reduce the percentage of residents who change in worsening mood score on the RAI MDS.
- The DRS is a validated depression rating scale used in the RAI MDS (standardized assessment tool for documentation). A score of 3 or more may indicate a potential or actual problem with depression.
- The first initiative we implemented was documentation education.
- In order to reduce worsening mood, residents received individualized daily engagement tasks by the PSWs and/or Rec Therapy. This could include things like going for a walk off the unit, painting nails, or throwing a ball together.
- At the end of quarter our worsening mood score went from 32% to 22%
- The staff on 2N did a great job making this QIP so successful. Not only did this QIP improve resident's mood and quality of life, we have also seen an improved team atmosphere and employee satisfaction.
- Our goal is to continue this QIP across the organization.

Stayed tuned for our Quality Improvement Plan for 2018/2019. More to come in the next family newsletter.

If you would like to know something and think other families would too, please let us know and we can put it in our next newsletter. Our goal is to provide families with information and education. Contact Kayla (4304) or Lesley (4249) for suggestions.



RESIDENT QUALITY INSPECTIONS (RQI)

The Ministry of Health and Long Term Care (MOH) complete their RQI inspections annually. Last inspection that was completed at St Joseph's was in April of 2017. This is where they complete a comprehensive inspection to ensure we are complying with the Long Term Care Homes Act/Regs. When conducting an inspection there is approx. 3-4 inspectors present in the building, and the length of time varies. They review approx. 40 resident charts, speak with families, Family Council, Resident Council, Employees, and Pharmacy. They tour the building, and observe various things like meal services, cleaning procedures, general maintenance and cleanliness of the home. Following their visit, they provide us with a compliance report with any written notifications, voluntary plans of correction, director referral, compliance order, or a work and activity order.

Grateful Heart Program

“Say thanks to your caregiver with a grateful heart!”

Is there someone who has made a real difference to the care you have received here at St. Joseph's?

Are you looking for a way to say thanks for the care you or a loved one received?

You can say thanks to any member of your care team by making a gift to St. Joseph's Health Centre Foundation in their honour. When you do, we will send them a special Grateful Heart pin in recognition of the care they provided.

Your generous donation will support medical equipment, new technologies and specialized programming – allowing us to continue to provide exceptional, compassionate care.



St. Joseph's Health Centre Foundation

www.sjhcg.ca/foundation

519-767-3424

PREFERRED EXTERNAL PROVIDERS INFORMATION

Foot Care

- Foot Care service provided onsite.
 - Clean, clip and file nails.
- Complete an assessment and screening for current and potential foot, skin, and circulatory issues.
 - 1-855-275-3549

Optometry and Massage Therapy

- Registered massage therapist will come and provide service onsite.
- Optometry service completed onsite. Complete routine examinations, glaucoma testing, full assortment of optical and eyewear needs, lens replacements and adjustments to eyeglasses.
 - 1-905-326-9900 or 1-800-556-1762

Dentistry

- Full service dentistry and dentures on site.
- Organized clinics and convenient bedside care.
 - Within 24-hour emergency response if required.
 - 1-877-964-0465 or 1-416-964-0465

Orthotic Services

- Provides assessment, dispensing, and follow up for all orthotic treatments onsite.
 - 1-866-829-2969

WE WILL POST MORE NEXT NEWSLETTER!

PHARMACY INFORMATION



MediSystem Pharmacy supplies our medications in LTC. As per the MOH Legislation residents can only receive the contracted pharmacy. Each pharmacy is vetted through a standardized process to ensure the best service is being provided to the organization. The contract provides us with a pharmacist who works closely with us to review medications and provide recommendations. The pharmacy also completes audits on all of our units to ensure we are complying with ministry guidelines. They further provide the organization with education as needed to support staff on different topics such as processing orders, completing control tests for the glucometer devices and more.

We receive routine medications on a weekly basis. They are prepackaged in strips and are delivered to the units. We also receive new medications that have just been ordered on a nightly basis. Lastly, if medications are needed after hours or on weekends, we have access to an emergency on call pharmacy who will deliver the medications during those times. We also have an emergency supply of certain medications that staff are able to take from if something needs to be started right away or given urgently.

FAMILY ROOM BOOKING INFORMATION

Family celebrations are an important part of our resident's stay. We encourage and support families who want to plan a celebration with their loved one. Due to our limited space, we have set up guidelines to assist staff and families with organizing space needs during these special times. Holiday times can be especially challenging to accommodate everyone's request, so we ask everyone to adhere to the booking times allotted and ensure the room is left clean and tidy after use.

To book a room for your celebration, please contact us through email at roombooking@sjhcg.ca

In your request, please include the resident name and family member name, contact information, date of event, room requested, number of guests and booking time selected.

Rooms are only booked at scheduled times and for a two-hour block. Bookings will only be accepted up to 6 weeks prior to the required date and are scheduled on a first come basis.

You will receive a confirmation email back once your booking is confirmed.

Room/Location	Seating	Fridge	Stove	Microwave	Availability	Set-up Options	Time 11:00 am-1:00 pm	Time 1:30 pm -3:30 pm	Time 4:00 pm-6:00 pm	Time 6:30 pm-8:30 pm
Family Room Level 1	12	Yes	Yes	Yes	Any day	Not required				
Oasis Pub Level 2	10	No	No	Yes	Any day	Not required				
Auditorium Level 1	65-85	No	No	No	Any day except Christmas Day	Tables and/or Chairs				
Recreation Kitchen Level 3-516	10	No	Yes	Yes	As availability permits	Not required				

ST. JOSEPH'S HEALTH CENTRE GUELPH
STRATEGIC PLAN
2017-2020



*Patients, residents, participants, clients, family

THE RECREATION THERAPY CONNECTION

The past few months have been a time of significant review and adjustment for the Recreation Therapy Department. As we aim to meet the always evolving needs of our residents, we look to a number of sources to inform these enhancements. The Recreation Therapy Department has been working diligently to address areas identified in the most recent *Resident Satisfaction Survey* results, as well as a few other areas that we have identified with the wider team and amongst ourselves. Recreation Therapy staff have reviewed all programs and services as they relate to resident needs/interests, feedback from key stakeholders (e.g. Resident's Council, Family Council, Resident and Family Satisfaction Surveys, neighbourhood staff, etc.). Important issues such as available resources (e.g. program costs, volunteer availability, and staffing), and resident safety have also been considered.

The Recreation Therapy Department, which encompasses Recreation Therapy, Music Therapy and Horticulture Therapy disciplines, are excited and proud of the new directions we have developed. While there are a number of adjustments, the main guiding principle in our decision-making was to have more programs, and have more of these programs held on resident neighbourhoods. We will aim to preserve key traditions such as favourite seasonal celebrations, but decrease the overall number of larger group programs held in our Auditorium. These programs utilize significant staffing and volunteer resources that will now be transitioned to the neighbourhoods themselves. As a result, you will see **MORE** programs and services happening right where residents live and often feel most comfortable. A very visible result of these changes is that instead of two Recreation Therapy calendars each month, we are trialling having seven Recreation Therapy Calendars each month (one for each resident neighbourhood). We simply could not fit all of our programs on the two calendars anymore! It is a little more work for us, but we hope that residents and their loved ones enjoy the increased clarity of looking at a calendar that is most relevant for each unique resident area. We will continue to post a Special Events and Highlights page that is a summary of the programs/services that are available to everyone in the St. Joseph's community and their loved ones. Please note that these calendars are available on St. Joseph's website:

<https://www.sjhcg.ca/recreation-therapy/monthly-activity-calendar>



Beginning March 3, 2018, our Recreation Therapy Team will be:

Karie Bilger x4294	Clinical Lead Music Therapist	All Areas
Andrea Bosma	Recreation Therapy Assistant	Elmwood & Ashley; 2 North; 3 North; 4 North
Kirstie Fischer x4312	Recreation Therapist	Linden & Cherrywood; Mapleview & Magnolia; Cedarbrook & Oakridge
Connie Grafe x4345	Recreation Therapist	Elmwood & Ashley
Jennifer Newsom	Recreation Therapy Assistant	Linden & Cherrywood; Mapleview & Magnolia; Cedarbrook & Oakridge
Mary Parkinson	Music Therapist	Elmwood & Ashley; 2 North; 3 North; 4 North
Brooke Thompson x4314	Recreation Therapist	2 North; 3 North; 4 North
Position Vacant	Horticultural Therapist	All Areas

Please note that if you have questions or concerns about Recreation Therapy services for you or your loved one, please initially connect with the Recreation Therapist for your area.

Please join us for Family-Friendly Saturdays!

Every Saturday starting at 1:15pm the Recreation Therapy Department will be offering programs open to all residents and their loved ones. It's a great opportunity to connect with your loved one and the St. Joseph's community. Most programs will be held in the Linamar Auditorium-watch the Special Events page for details!

FAMILY COUNCIL MEETINGS

3RD TUESDAY of every month at 1:30 in the Family Room on 1 East

If you would like further information, contact

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