

# Resident and Family Centered Focus Group Meeting

September 19, 2017

1400-1500

4<sup>th</sup> floor

**Attendance:** Kim Wright (facilitator); Hilary Wellard (resident), Joanna Johnson (RCM 5&6), Tamara R, CCA; Lauren Richardson, dietician, Kirk (5<sup>th</sup> floor family), Gerry (3<sup>rd</sup> Floor Family), Margo Gallant (2<sup>nd</sup> floor family), Anya Teri (RCM- 2), Debbie Coombs (RCM 3&4), Bur (Resident), Tracy (NS), Douglas (Resident), Deenie (Resident), Emma (Resident), Regis (Resident), Norma (Resident), Elsie (Resident), Julie (Resident), Krista (Nutrition Services Manager)

**Regrets:** Ken Rehman

**1.0 Welcome-** Kim welcomed everyone. Everyone introduced themselves

**2.0 Review of last meeting-** Minutes from the last minute were handed out to the group

**3.0 Fence-** New fence has been ordered, with a delivery date of approx. 6 weeks.

**4.0 Discussion of Action Plan Priorities from the Survey and Quality Report**

**4.1 Meaningful activities-** deferred to next meeting for an update, although the rec therapy department does have a student intern who will be looking at starting a doll therapy program

**4.2 Consistency of staff-** should start to improve now that summer vacations are finished, empty positions are being filled.

**4.3 Life Story of the resident-** Often we hear about a resident's life once they have passed away. Kim has started a project to get to know the residents.

**4.4 Dining experience-** ongoing project to improve how the meals are served. Some of the improvements are as follows:

- breakfast has been moved to 0800 to allow for more residents to be up
- white boards on the units which is used to write the menu of the day on
- new suggestion box which is outside of the main kitchen for menu ideas or feedback
- developing a new menu committee for input from residents/family and staff

**4.5 Hydration Rounds-** there will be an audit in the next couple of weeks regarding the hydration rounds being completed. Residents advised that they are being completed in the afternoon.

**4.6 Decreasing injury from falls-** last quarter there were 82 falls, and a total of 23 residents who had those falls. Two resulted in fractured hips. The Resident Care Managers (RCMs) and Director of Resident Care are monitoring the falls, and trending when the falls are occurring and developing strategies to decrease the risks.

4.7 Admission process and Clinical RN- During the admission process, when able the new families have been meeting with the business office to go over the financial paperwork, then meeting with the Clinical RN for the unit to have a tour of the unit, see the room, and to go over some of the admission paperwork such as the consent forms, and the nursing admission assessment. We have had some positive feedback from both the family members, as well as, the Clinical RNs, advising that they don't feel so rushed on the day of the admission and have time to read what they are signing and asking questions related to the resident's care, expectations etc.

5.0 Facebook/Photography and Social Media Consent- we have had lots of positive feedback with regards to our Facebook page, and the TV screen in the lobby. Family are able to see the activities the resident's are participating in on a daily basis. Consent forms have been sent to the families which will allow us to post the pictures.

6.0 Updated Resident/Family Handbook- the handbook has been revised. Kim passed out some copies to the residents and family member to read.

7.0 New "Comments" box in lobby- there will be a new comment box in the lobby, it is currently being decorated, look for it in the future.

8.0 Education sessions for families- Kim will be printing notices for upcoming education sessions for family members to participate in.

9.0 Windows- our duct system was upgraded recently to allow for a better cooling system in the hotter weather. However, windows are being left open which affects the efficiency of the cooling system. It can be compared to an air conditioning unit in a car, you don't leave the windows open in one's car when the air conditioner is running, the same thing can be said about our system.

10.0 Fall Fair- it will be held in November, so look for the notices to be put in the elevator. There will be a "New to You" table, as well as, a bake sale. The money that was raised from our last fall fair went towards the resident's lobster dinner that was held this August.

## **Discussion**

- September 29<sup>th</sup> there will be a "coffee break" from 0930-1030 in the lobby to raise money for the Alzheimer's Society.
- Family/resident expressed that they are pleased with the care that they are receiving at Saint Vincent's
- Some dietary concerns that Mac and Cheese is on the menu too often, and that there isn't a lot of variety with the sandwiches

