

# Resident and Family Centered Focus Group Meeting

June 20, 2017

1400-1500

4<sup>th</sup> floor

**Attendance:** Ken Rehman (facilitator), Kim Wright (Quality Manager); Hilary Wellard (resident), Joanna Johnson (RCM), Claire F, CCA; Lauren Richardson, Manager, Winnie Forbes (family), Norma (Family), Margo Gallant (family), Kim Gallant (family), Debbie Coombs (RCM), Krista O'Hearn (manager), Natalie (Dietary intern), Eileen (family), Betty (resident), Deenie (resident)

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

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

**3.0 AGM-** June 20<sup>th</sup> at 1900, everyone welcome to attend. Guest speaker discussing MAID

**4.0 Results of Fence Survey-** Kim W took residents out in the garden to obtain their opinions on the type of fencing that should be there. Majority of the residents would like something that they can see through such as chain link, however, we will keep the fence that runs along Windsor Street, plank fencing to maintain some privacy from the road. Date for completion is yet to be determined as Scott M (Maintenance Manager) is still obtaining quotes for the project.

**5.0 Facebook/website-** the new website will be officially launched this evening at the AGM. The website will still be the same address, the look is a little more modern.

**6.0 Least Restraint and Communication with family-** updated policy has been a work in progress for the last 6 months, and will take effect on July 1<sup>st</sup>. The focus is to ensure that we have family and residents involved in the decision making process for the restraints. There is a section for the new policy that the SDM has to sign off that they have been involved in the process, and the extent of the involvement in the decision making process.

**7.0 Continued Discussion of the Action Plan priorities from survey and quality report-** provided some updates as to what is being done with the action plan:

- More Meaningful activities- Ken will work with the rec therapy staff to ensure that there are more meaningful activities for the residents, and that the calendars are fuller than what they have been in the past.

- Consistency on the units especially during evenings and weekends- staffing has been better recently, however, the staffing coordinator will have the schedules completely full and by the time Monday comes there have been multiple sick calls. Managers are addressing the sick calls, as there are patterns to them. Ken is also working/discussing on manager presence for the weekends .

- Improving communication of the Life Story- one family member whose sister was recently admitted to SVNH stated that the interview with Anya regarding her sister's life history was well done.

- dining experience- Lauren discussed the steps that have been taken to date to improve the dining experience such as staff meeting, changing the breakfast time by 15 minutes, having white boards in the dining room with the menu for the day, having the menus on the website, summer menu started- would like some feedback regarding same etc.

- hydration rounds- new policy regarding a morning hydration round with drinks, and then two afternoon/evening rounds which consists of a drink, as well as, a snack. Families felt that this was improving

- Improving injuries from falls- Ken discussed that the government would like us to decrease the fall rate by 40%, however, we are focussing on the injury rate of those falls. One method of prevention is to encourage family members to purchase hip protectors for their loved ones.

-Admission Process and Clinical RNs- Kim Wright met with two of the clinical RNs to discuss the paperwork that should be discussed during the initial meeting. Family members find it very overwhelming on the day of admission to complete all the consents, and signing multiple forms. One suggestion that will be trialed is that when family members are meeting to go over the financial paperwork, they will also sit down with the clinical RN from that unit to go over Advanced Care Directives, review some of the Nursing Assessment etc, and then be brought up to the unit for a tour and meet some of the staff who work on that particular floor.

Respectfully Submitted,

Joanna Johnson