

Resident and Family Centred Care
Advisory Group



MINUTES

Meeting Date:	Jan 22,2019	Meeting Time:	2:00
Chair:	Lauren Richardson (Dietitian)	Meeting Location:	4th Floor lounge
Recorder:	Joanna Johnson (RCM)	Next Meeting Date:	January 22, 2019
Attendees:	Jean (Resident-6);Brian (Family-3); Frank (Resident-5);Julie (resident-4); Jessica (Rec intern); Rona (Resident-6); Debbie C(RCM); Calvin (PT intern); Gwynne (Resident-6); Violet (Resident-4); Bernie (Resident-4); Kathy (Resident Services Coordinator); Winnie (Family-2); Carol(Family-2); Ken (Director of Resident Care); Regis (Resident-4); Sharon (Family-2); ; Hilary (Resident-4); Amy (Rec Therapy); Debbie M (Chaplain); Roisin (PT)		
Regrets:			

- 1.0 Welcome and introductions
- 2.0 Meeting minutes from November 20, 2018 distributed
- 3.0 Additions to the agenda: nothing to add
- 4.0 Business Arising
 - 4.1 **Kitchen Renovations** – Finally finished with the project, thank you to all the staff, residents and family for your patience during this time.
 - 4.2 **Nutritional Services/dining:** Lauren and Krista will be heading to the Windsor Elms on Jan 29th as they recently upgraded their dining experience. Lauren’s office has moved to the 3rd floor by the dental suite. There will be a Valentine’s meal at lunch time which will consist of a stuffed chicken breast, veggies and cheesecake for dessert.
 - 4.3 **Environmental services:** New uniforms have been ordered. They will consist of grey scrub tops and black pants.
 - 4.4 **Equipment rental/Over the Counter (OTC) medications:** At the moment, this will be on hold until further notice.
 - 4.5 **Strategic Plan:** The board has not signed off on this as of yet. However, we are doing it at the operational level.
 - 4.6 **Point Click Care Update:** The implementation date will be March 4th for electronic charting. This is still going ahead, most of the work is configuring the system to meet our needs, and entering in the data. The program will build in accountability into our work, as there will be alerts if tasks or items are not being completed.
 - 4.7 **Pastoral Care Update:** Father Cosgrove has retired which will mean fewer masses during the week. There will be a rosary on a weekly basis, and mass on Wednesdays. There will also be communion services a couple of Sundays per month.
 - 4.8 **Family Support Group:** The family meetings are going well, it is for peer support, and has been well attended.

4.9 **Recreation Updates/Leisure activity survey:** There will be a survey going out shortly which will include pastoral activities. There will be volunteers to assist the residents complete the form. Callow buses is no longer in service, so a meeting was held with TJs taxis who have purchased a smaller bus which will be used for activities. Jessica is a DAL Rec student who will be at Saint Vincent's from January until April to help out.

5.0 New Business

5.1 **Ethics Committee:** in the past, we have had family members on this committee. If anyone is interested in joining this committee, please let Lauren know.

5.2 **Quarter 3 Quality Report:**

- 5.2.1 There was an increase in the medication errors this quarter. There was one significant error that reached the resident. The pharmacy made the error with supplying the correct dose. Their checks did not pick up the error, and our checks did not pick the error. We are working on an action plan so that this does not happen again. Ken is meeting with the individuals who have made the error. Ken/Kim are also meeting with Lawton's next week to discuss the error
- 5.2.2 Falls: there are several residents who have had multiple falls, so for prevention we discuss the use of hip protectors, extra checks on the resident, toileting program. Of the falls, we only had one that resulted in a fractured hip. There will also be education starting in the spring for all staff regarding fall prevention
- 5.2.3 Restraints: our rate for physical restraints is 14% which is the use of a half door, pin lock belt or a table tray. These need to be reassessed every 3 months to see if they are still appropriate
- 5.2.4 Chemical Restraints: Staff ensuring that the PRNs are for appropriate use such as physical aggression or agitation, and not for excessive ringing call bell or wandering. 5th floor has decreased their anti psychotic use, and 2nd floor has been decreasing a few residents dose with great success.
- 5.2.5 Responsive Behaviors: This has increased this quarter, there were 45 incidents; 27 of them were for 1 resident. There weren't any injuries associated with these incidents.
- 5.2.6 Infection: our rate of infection for cellulitis has increased, however, this could be contributed to the weather, and the drier air.
- 5.2.7 Pressure injuries: Our pressure injury rate has decreased this quarter due to skin prevention. We also have specialized mattresses which are now funded by the government.

6.0 Round Table:

6.1 Sick calls for PCW replacement: We were using approx \$1000/month in replacing PCWs for their sick calls which put us in a deficit. The schedules are being posted without any holes, and then the sick calls are coming in. Our casuals are also not putting in as much availability as they used to due to the change in the nursing program.

6.0 Next Meeting: February 19, 2019

Respectfully Submitted,

Joanna Johnson