Resident and Family Centered Focus Group Meeting

April 18, 2017

1400-1500

4th floor

**Attendance:** Hillary (resident), Kim W, Joanna J, Norma (family), Anya, Lauren R, Krista O

**Regrets:** Ken sent his regrets

**1.0 Welcome-** Kim welcomed everyone

**2.0 Review of last meeting**- Minutes were sent via email to all families. Kim reviewed the minutes with some of the updates. Education sessions for the management/supervising staff within the next little while. Lauren is now the Clinical Dietician Manager, Krista is also a Nutrition Services Manager, and Kim will be overseeing the Nutrition Services department. Scott M who is the Maintenance Manager will now be overseeing the Environmental Services department.

**3.0 Terms of Reference:** Ken is continuing to work on the Terms of Reference for this committee.

**4.0 Survey for RFCC.** Kim reviewed the results of the survey with a handout. The individual staff who were mentioned in the survey were given a letter to place in their file, and a “You Rock” card.

**5.0 Resident Care Quality Report-** Kim reviewed the handout regarding the 4th quarter and the annual report for #of falls, #infections and the # of medication incidents.

**6.0 Other discussions-**

1. **Hot Cart Service-** Discussed the updates regarding the hot cart service, Lauren/Krista and Kim will be working closely to improve the overall dining experience.
2. **Saint Vincent Week-** May 8-14th, the focus will be on Mental Health, and activities to cope with stress such as yoga, coloring, hand/foot massages etc.
3. **Kudos to CCAs**: work extremely hard, and not always appreciated. They deserve credit for their hard work.

**Next Meeting:** May 16th, 2017 at 1400 on the 4th floor

Respectfully Submitted,

Joanna Johnson