

# Resident and Family Centered Focus Group Meeting

November 21, 2017

1400-1500

4<sup>th</sup> floor

**Attendance:** Kim Wright (facilitator); Hilary Wellard (resident), Joanna Johnson (RCM 5&6), Lauren Richardson (Clinical Dietetic Manager), Mike (4<sup>th</sup> floor Dietary), Margo Gallant (2<sup>nd</sup> floor family), Debbie Coombs (RCM 3&4), Bur (Resident), Deenie (Resident), Jean (Resident), Krista (Nutrition Services Manager), Rona (resident), Amy Parker (Rec Therapy), Brian B (3<sup>rd</sup> floor family), Ray Z (6<sup>th</sup> floor family), Haley M (Social Worker), Winnie F (2<sup>nd</sup> floor family)

**Regrets:** Ken Rehman

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

**2.0 Update on the Fence-** Fence is now completed, lots of positive comments regarding the new fence. In the spring, we are thinking of having a ribbon cutting ceremony and inviting some of the members of the Quinpool Business Association to the ceremony.

**3.0 Fall Fair (Amy)-** We will be holding the Fall Fair on November 24<sup>th</sup> from 0900 until 1300. There will be a “New to You” area which will be in the Windsor Room- donations are welcome. We will also be holding a bake sale which will be in the 1<sup>st</sup> floor conference room. All proceeds will be going to the recreation department to be used for resident activities such as an extra bus trip or more interactive cats to be purchased. There is also a 50/50 ticket sale going on, the winner will be announced on November 24<sup>th</sup>.

**4.0 Influenza Season (Debbie C)-** The influenza season is upon us, and the only way for the residents to catch Influenza is potentially through the staff and visitors. Everyone is encouraged to get the influenza vaccination to help protect the residents. Hand hygiene is also very important, so please use the hand sanitizer before and after visiting with the residents. If you are also sick, please try and stay at home until you start to feel better. This is a vulnerable population, and they need our help to protect them from any illness.

**5.0 Menu Planning Committee (Lauren)-** The first meeting was held on Nov 16<sup>th</sup>, there were 15 residents, 3 staff and some family members present. There was lots of good discussion/suggestions such as cutting back on the number of time mashed potatoes is served. The meetings were going to be held on a quarterly basis, however, the residents wanted it every 2 months. Minutes from the menu planning committee will be attached to the RFCC minutes. Lauren also provided an update for the Christmas Dinner, there will be two sittings one at 1100 and the other at 1:15. Tickets will go on sale on December 1<sup>st</sup>, and there will be a limit of 4 tickets per resident; the tickets are \$15/person.

**6.0 Support group for families living with dementia-** Kim will review this in 2018

**7.0 Christmas at SVNH (Amy)-** There will be a tree lighting ceremony on Dec 1<sup>st</sup> in the Windsor room, eggnog and treats will be served. The December activity calendar is still being finalized, however, there will be more evening activities, a variety of singers such as a children’s choir, and girl guides visit. There will only be 1 combined birthday party instead of the individual floor birthday parties due to the Christmas celebrations that will be happening throughout the month of

December. The Christmas parties for the floors have been posted on the units, as well as, the elevators. So please RSVP a week prior to the party to ensure that we have enough chairs and space for everyone to attend. Also, if you are planning on buying clothes for the resident for Christmas, please ensure that it is labelled prior to wrapping it up to ensure that the items do not go missing.

**8.0 Education Sessions for families-** Kim had an education session a couple of weeks ago, a Teepa Snow video was watched. Dr. Clarke (Medical Director) has also agreed to come in and provide an education session for families; please let Kim know of potential topics that you would like Dr. Clarke to speak on.

**9.0 Quality report (Q2) (Kim)-** Kim reviewed the second quarter report:

9.1 *Medication Incidents-* given the large quantity of medications that the RNs/LPNs give in a day, the error rate is very low for this quarter (0.8)

- 3 errors were the incorrect dose of narcotic; 1 error was an old narcotic patch was not removed prior to the new patch being put on

- the pharmacy rate of errors was 0.7

9.2 *Falls rate-* typically we have between 90-100 falls in a quarter. This quarter we had 76 falls; and 47 residents had a fall.

- some steps that are being taken to prevent the falls is recommending hip protectors for those residents who are at a higher risk of falls, reviewing the careplans to ensure all safety measures such as bed in lowest position, crash mats are in place; wearing non skid footwear etc.

- if a fall results in a fracture, then the Clinical RN/Resident Care Manager will do a root cause analysis to ensure all steps were taken, and to see if there is anything that could have been done differently.

9.3 *Physical Restraints-* the national average is 7.4% and we are currently at 15%.

- the physical restraints include table trays (to prevent residents from getting up), pin lock belts, and half doors (we currently have only 1 half door in use).

- before a physical restraint is applied all measures are taken, and this is a last resort that the Clinical RNs go to. There is a monitoring process in place once a restraint is applied.

9.4 *Chemical Restraint-* our current average is 13% which is below the average in other nursing homes in HRM.

- there were 10 incidents of resident on resident aggression which resulted in a resident fracturing their hip as a result; one resident had 4 incidents which resulted in a referral to Seniors Mental Health

- there were 10 incidents of resident on staff physical aggression. There will be some education for staff regarding approach with aggressive residents.

9.5 *Infection Rate-* our infection rate is again low. We have been seeing an increase in UTIs with 21 cases for this quarter. However, there are a couple of residents who have chronic UTIs, and account for multiple UTIs in this quarter.

9.6 *Pressure Injuries*- there are 4 residents who have developed new injuries. This has decreased as two quarters ago, we had 11 residents with new pressure injuries.

- Pressure injuries are staged, and if it is a Stage 3,4 or X then a root cause analysis is completed with the Clinical RN/CCAs/ Resident Care Manager to see if there is anything that could have been done better, and learn from it.

Overall, the staff at Saint Vincent's does an amazing job!!!

10.0 **Life Stories**- Kim has been doing the life stories for some of the residents, Emma B, and Hilary W have had their life stories captured. Rona would like to be next for her life story. We will try and put the life stories on the website (with the resident/family permission). If other residents would like their life story told, please contact Kim.

#### 11.0 **Roundtable:**

- Discussion that the breakfast plates are cold when being served (Lauren will address this).
- Thank you Rona for the lovely wicker furniture that is in the vestibule, the secret is out!!!
- Check out the Facebook Page, lots of updates and interesting posts on it.
- Concern about Chrissy the Massage Therapists, appointments potentially interfering with the unit Christmas parties. Joanna spoke with Chrissy and reviewed when the parties are taking place, and her client lists (there isn't any conflicts at this time).

Respectfully submitted by Joanna Johnson (RCM).