



2018

ANNUAL
REPORT
to our Community

Mission

Our mission is to provide quality care and services in a home-like environment.

We are dedicated to fostering a nurturing environment of residents, family, employees, physicians, volunteers and students; one that recognizes their physical, psychological, emotional, social, spiritual and cultural needs. We respect the aging process and support our residents' rights to make choices.

In keeping with this mission and the expressed needs of the community, promoting quality of life is the cornerstone of all care, services and programs.

Vision

Quality of life through compassionate and innovative care.



Board of Directors

Leon Fitzgerald, Chair
Peggy Gorman, Vice Chair
Anna LeBlanc, Treasurer
Angela Berrette, Secretary, ex-officio
Dr. Barry Clarke, Medical Director, ex-officio
Grace Allen
Rosalind Benoit
Helen Cameron
Helen Danahy, SC
Susan MacLeod
Mike McDonah
Donna Richardson

Leadership Team

Foundation of the Board

Barry Allen, Chair
Leon Fitzgerald
Anna LeBlanc
Peggy Gorman
Michael MacDonald
Angela Berrette, ex-officio
Scott Bell, ex-officio

Angela Berrette, Executive Director
Scott Bell, Director of Finance
Ken Rehman, Director of Resident Care
Kim Wright, Director of Quality & Risk
Debbie Coombs, Resident Care Manager
Joanna Johnson, Resident Care Manager
Any Teri, Resident Care Manager
Scott Muzzerall, Facility/Environmental Services Manager
Krista O'Hearn, Nutrition Services Manager
Lauren Richardson, Clinical Dietetic Manager

Board Chair & Executive Director

The fiscal year of 2017-18 started out on a positive note with the announcement that approximately two thirds of the money cut from our budget the previous year would be returned through dedicated funding for recreation and food. Although we were happy to receive the funds, we are still working with a non-compensation operating budget which is \$30,000 less than our 2009-10 budget. Coupled with the cost of inflation over the years this puts us in the difficult position to once again work to provide the same level of service with less resources. As you will read in the report from the medical director, we are actually providing more services to an increasingly frail population.

Luckily for the residents of Saint Vincent's, the employees, volunteers, physicians and health professionals, and all those who provide care and services, are a committed group who do not allow budget restraints to get in the way. On behalf of the Board of Directors we thank each one of you for the role you play in creating a caring community.

A big piece of work this year for the leadership team has been the redevelopment of our respectful workplace policy. Through a collaborative working group comprised of both management and members of the provincial CUPE (union) office and local members of the union executive, the policy was completely rewritten. The end result is a much improved document focused on raising awareness of what is acceptable behaviour and what to do when you experience harassment or bullying. Rollout of the policy has been well received. We are hopeful that through education and resources such as this new policy we will continue to foster a workplace free from harmful behaviours.

Another focus for the organization this year was the development of the new strategic plan. We had hoped to release the final report at the AGM but in order to ensure it reflects the work of the steering committee and the Board, we have delayed the release until the fall. Despite the postponement, we are very excited about the results and wanted to give you a sneak peek of the new vision.

A CARING COMMUNITY BUILT ON MEANINGFUL RELATIONSHIPS

This new vision focuses on meaningful relationships which are at the core of resident and family centred care. We know that without a strong relationship built on trust and collaboration we do not have the basis for what we need to move the organization forward. We feel the new vision will evoke relationship-building at all levels, among all members of our community. At the heart of the report are the strategic directions which include the pillars of People, Communication, Safety and Resources. There are many initiatives planned with the hope that all members of our community will work together to achieve these goals. We look forward to sharing the complete document with you in the fall of 2018.

Relationships are built on trust and collaboration...

This past spring the Saint Vincent's Foundation funded the replacement of our aging garden fence. The new open concept allows for a view beyond the gazebo for those enjoying the garden, something that was commonly requested by residents. Almost as important, the open fence gives the community a chance to look in. As residents watch the activity of the street and passersby they are a visible reminder that people live at Saint Vincent's.

The annual Gift from the Heart fundraising campaign at Christmas raised money to purchase a wheelchair swing which will be delivered in time for the summer weather. We wanted something that could be enjoyed by all residents no matter their mobility. The campaign was a success thanks to our wonderful, generous donors.

The work of moving Saint Vincent's forward is challenging but never boring. We all have many reasons to be proud of the community in which we live and work.

This is my final report to you as chair of the Board of Directors. Thank you to my fellow Board members, staff and volunteers for your support over the last three years. You will remain in my thoughts.

Sincerely,
Leon

Thank you to the leadership team and employees with whom I work every day. I continue to be thankful for the opportunity to lead and learn with you all.

Warm regards,
Angela

Medical Director

Another year has passed, and much work has been done on many quality initiatives at Saint Vincent's. It continues to be my pleasure to work alongside clinical and administrative teams which embody a resident centred care culture. But achieving quality resident centred care at Saint Vincent's, as with all long term care facilities, is challenged by ever increasing medical complexity/acuity of residents being discharged from hospital quicker and sicker.

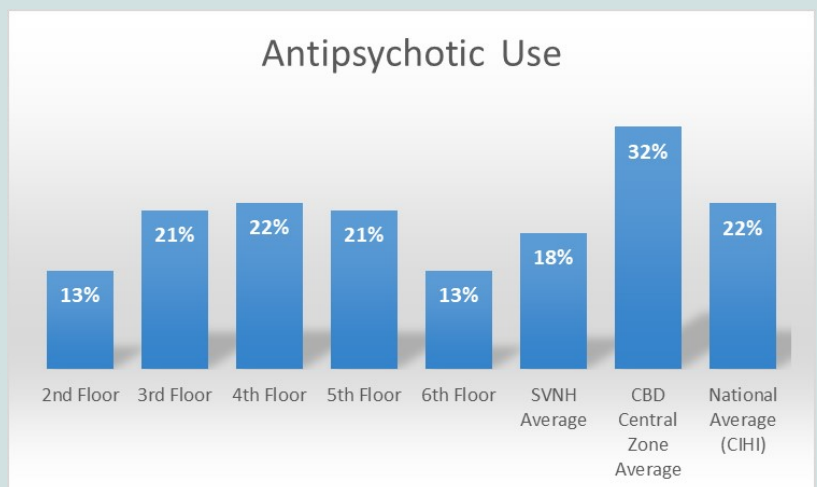
Over the past two years as medical director, I have observed first hand how our front line clinical teams work together to help each resident's very difficult transition from community or hospital to Saint Vincent's. Clinically, work focuses on key areas such as medication reconciliation, physical and emotional needs of the resident and the families who transition to a new care environment, and immediate focus on care planning with quality assessments. Administratively, leadership teams work hard in the background to develop new policies as tools to help front line staff. Such policies passed this year through the Medical & Therapeutics Committee includes a new bowel protocol, which helps expand the scope of practice of nursing while improving resident care; new clearer Care Directives/CPR policies that allow improved communication between staff and residents/families to make key end-of-life decisions that they feel comfortable with; Care By Design policies which supports physician-facility communication on important clinical processes; and increased use of our frailty assessments in our policy discussion, which provides a strong evidence-based approach to our decision-making on many issues such as deprescribing, care directives and appropriate acute care utilization.

Physicians in long term care are essential to the delivery of quality care especially with increased resident acuity. So, on the physician front, a priority for me this coming year will be increased physician recruitment and engagement. This past year we have been able to recruit three new physicians to the physician base while one just recently retired and another two physician retirements' are pending later this year. We held our first joint physician engagement and appreciation event this spring, which is an event I hope to hold biannually. However just having physicians be available to each unit is only a start, and with the support of senior administration and leadership committees I hope to

enhance physician engagement with a dashboard communication strategy specific to each physician's unit. This dashboard approach will allow each physician to assess their care processes to achieve specific key indicators as compared to Saint Vincent's, the Central Zone Care By Design program, and where possible national CIHI (Canadian Institute for Health Information) data. Such key indicators could include medications, falls, wound care, restraint use, and ER transfers. The indicator of reduced antipsychotic use for example, an indicator that Saint Vincent's has been a leader amongst all the Care By Design facilities and better than the national data for the past two years, would be in such a dashboard. Over this past year the data demonstrates to each physician their specific unit antipsychotic use (see chart), Saint Vincent's facility average at 18%, Care By Design Central Zone average at 32% (average of about 25 facilities) and National CIHI data at 21.9%. These are impressive numbers that Saint Vincent's has consistently achieved, and I really want each physician to have this type of feedback to help them make the best decisions for the residents.

Congratulations to all who helped with the education and implementations of all the strategies to achieve this outcome, and a thank you to all who continue to strive and achieve excellence.

Dr. Barry Clarke, MD, CCFP (COE), EXTRA Fellow
Medical Director



Quality & Standards Report

Quality of life is the cornerstone of all care, services and programs provided at Saint Vincent's Nursing Home. The Quality and Standards subcommittee of the Board of Directors met eight times this year to monitor resident care and services in the context of this vision as well as the home's compliance with appropriate provincial standards, professional regulations and legal requirements.

We welcomed a new member to the committee in September whose background in law has been an asset to the work of the committee.

The mission, vision and values of Saint Vincent's are the guideposts for measuring success. The quality and education manager provides the committee with quarterly reports on quality dimensions and the process for identifying areas of concern and the appropriate recommendations for change.

Safety is a standing agenda item and the committee has received reports on sentinel events and reports to PPCA

(Protection for Persons in Care Act), WCB (Workers' Compensation Board) claims and other issues that may cause residents, families or the organization to be put at risk. The home welcomed a new music program which would focus on residents with behaviors who might benefit from this therapy. The therapists are at the home two days a week and although the program has just started it has been very successful.

Thank you to the hard working Board members and to the senior staff who support the work of the subcommittee. Thank you also to Nancy Maguire who records our minutes and keeps us on track.

Respectfully submitted,
Peggy Gorman, Chair



Music therapists, Rachel & Paige are pictured engaging residents with familiar songs to sing along to.

Financial Report

Now in our 52nd year, Saint Vincent's continues to be the caring home for 149 residents. We are proud of the meaningful role in providing for the needs of our community and through continued recognition of the efforts made by our staff, volunteers and families who provide such important care. We are able to achieve our goals through responsible financial leadership; the lifeblood of our organization.

Throughout the year the Finance & Facility Committee met regularly to review our financial challenges and how to best utilize our resources and assets. We measured financial performance against the budget and forecast and monitored key performance indicators throughout the year.

Saint Vincent's is dependent on government funding for our operating and capital budget. The resources and diverse needs of our residents continues to rise with an increase in frailty. The year ended with an operating deficit of \$50,838, primarily because of an increased trend in staffing levels, overtime and sick time. Our capital fund ran a surplus of \$173,228 for a consolidated surplus of \$122,390. Our financial position is one of being asset rich and cash poor. While we have been successful in obtaining funding for infrastructure, we are challenged to spend within the limited resources for which we are funded for operations.

Our leadership team continues to closely monitor appropriate asset utilization and deficit management strategies and are in communication with the Department of Health & Wellness on funding alternatives versus the reduction of care and services provided to our community.

A highlight of the fiscal year was our success in obtaining funding to invest over \$600,000 in important infrastructure including the purchase and replacement of lifts and slings,

replacement of the kitchen ventilation and fire suppression system and renovation to repair the structure of our penthouse. The upcoming 2018-2019 fiscal year will be a busy one with capital projects to replace the solarium roof, engineer a plan for a new hot water system and to hire an architectural firm to review space challenges on the 6th floor. We received funding to purchase 20 beds, five hot carts and two combi ovens. All of these projects share a common goal of improving the quality of life and safety of our residents and staff.

On behalf of the Board of Directors we extend our appreciation to the Saint Vincent's Foundation for their continued support. Our Foundation has now fundraised over \$1,000,000 for major capital projects including the 4th and 5th floor additions made possible only through the Foundation and its countless supporters. This year we were able to construct a beautiful new fence around the garden area as well as upgrade the heating in the chapel through our fundraising efforts. With only 5% of monies used to offset the cost of its administration, the Foundation is delighted to put our donations to the best possible use.

We extend our appreciation to Scott Muzzerall for the expertise provided to the committee and organization regarding the needs of our aging facility. We also wish to acknowledge the valuable contribution of Scott Bell, Director of Finance whose attention to detail and commitment to excellence is appreciated.

Anna LeBlanc
Treasurer

\$8.81 per day
per resident
FUNDING for food,
snacks & beverages

\$35,193
Average
DAILY EXPENSES

Community Relations Committee

As the Strategic Planning process proceeded throughout the year, the Community Relations Committee investigated projects to undertake until we received our new direction. Several were investigated but abandoned for a number of valid reasons:

- the Saskatoon iGen model for incorporating a grade six class into nursing home life,
- the addition of a koi pond for placement in the new front garden area,
- creating a resident-developed magazine on nursing home life with art therapists,
- ways to invite more people outside the home to interact with the residents (to help increase the variety of people residents meet.)

Other ongoing projects were deferred to a more suitable time when resources are available and conditions favourable:

- updating the home's parking enforcement policy,
- continuing to update the orientation process for new directors,
- creating a public workshop on long term care,
- investigating fundraising initiatives through the United Way and 100 Women Who Care.

Much was also accomplished:

- The Committee adopted the interactive internet communications tool "Slack" on which to share information and feedback. (Our learning process is ongoing.),
- Humans of Saint Vincent's was featured as the cover article on the October 2017 issue of Halifax Magazine and it has

323 followers on Instagram as well as a small, but loyal Facebook following.

- Graham Steele was secured as the keynote speaker for the AGM and the committee members promoted the event through various channels.
- On behalf of the committee, Margaret MacQuarrie and I developed the first of a proposed series of podcasts on nursing home life, approved by the Board. This project will launch with more podcasts in the fall.

A heartfelt thank you to our dedicated and joyful committee members consisting of director Sister Helen Danahy; and community members Valerie Connors, Ellen Duinker and Margaret MacQuarrie. You each make our meetings fun and insightful. Our collective gratitude goes to Angela and Nancy for keeping us on track and doing most of the heavy lifting; and to Kim for the great job she's doing on our Facebook page and regularly updating the TV information centre in the lobby.

Respectfully submitted,
Susan MacLeod, Chair



Advocacy

A focus for the Board of Directors is ensuring that Saint Vincent's is a presence in the community. We continually seek ways to inform and educate others about Saint Vincent's. This past year our invitation for a tour was accepted by deputy minister of Health and Wellness, Denise Perret; executive director for the Continuing Care branch at the Department of Health and Wellness, MJ MacDonald; and most recently, our MLA, Gary Burrill. Besides introducing Saint Vincent's to those who don't know us, networking with these key stakeholders keeps Saint Vincent's in the minds of those setting policies and making funding decisions.

In addition to bringing people into Saint Vincent's, which is a great way to see our culture in action, we support the

leadership's participation in groups that advocate within the system. Ken Rehman sits on the clinical leadership committee in the Central Zone (HRM) and Angela Berrette regularly meets with other executive directors from the local non-profit homes. Both groups share and develop common policies and find ways to advocate within the long term care sector. Angela is also a Board member of the Community Governed Nursing Home Society of Nova Scotia (CGO). With a membership of over 80% of the community governed homes in the province, CGO is committed to finding innovative ways to work together. There is a willingness to develop the initiatives that will make a real difference in the provision of care in Nova Scotia nursing homes. As a Board we support the CGO vision of success through collective capacity.

Spotlight on Volunteers, Residents & Employees

Volunteers are one of the essential roles at Saint Vincent's. Without their support we could not provide the services that our residents deserve and enjoy. Their unwavering commitment and connection made with the people who live here is appreciated among the residents, family and staff. Whether it is assisting with a recreation program, recruiting for Mass or providing a friendly visit, we are grateful to them for their compassion and thankful they are part of our community. As active members of our community, our residents' participation is vital to the fabric of Saint Vincent's. Their participation ensures the voice of the residents is heard.

Leon Fitzgerald

Leon Fitzgerald has been a familiar face at Saint Vincent's for many years as a family member and volunteer. He served as a trustee on the Foundation Board and has been a director on the Board of Saint Vincent's Nursing Home since 2009, holding the position of chair for the past three years. Leon has been a wonderful resource bringing personal experience and insight to the Board. His support and encouragement has been vital to our continued success. Leon's answer to "How are things?" is usually "busy" as Saint Vincent's is not the only group to benefit from his volunteering. Thank you Leon for your dedication over the years and we wish you all the best.



Patsy Roach

Patsy has been a performing volunteer at Saint Vincent's for over 30 years. She has shared her talent at the piano along with her angelic voice every third Wednesday of each month for decades. Without hesitation she has entertained us on numerous occasions such as Christmas parties, Remembrance Day services, celebrations and special events. The faces in the audience may have changed over the years but the number of attendees have not. Patsy is a true entertainer who has shared with us her life, her family, her love for music as well as her amusing stories. Patsy's music is timeless and the residents sing along while reminiscing about times gone by. Her commitment to the Saint Vincent's community has not wavered and everyone who attends her programs benefits from this. We have been truly blessed to have her. Thank You Patsy.



Hilary Wellard

Hilary Wellard has been a resident of Saint Vincent's since December 2011. She quickly settled in and made Saint Vincent's her home. She offers so much fun and laughter to residents and staff. Hilary is a valued member of the Resident and Family Centred Care Advisory Group, the Palliative Care Committee and the Strategic Planning Committee. She is also co-chair of the Residents' Council



and one of the founding members of Crafty Cronies. Hilary advocates for all residents and is their voice when they cannot speak for themselves. Hilary also has many outside interests that include her church and the opera. At times we have to consider her calendar before booking meetings so she is not double-booked. Thank you Hilary for making all of our days so much brighter.

Leading the Way

In 2014, a family member donated over \$20,000 to establish both a merit-based award for front-line staff who go above and beyond, and to provide financial assistance to staff who are furthering their education. Based on his suggestion, the *Leading the Way* award was launched and a request process for educational funding was started. Nominated by their peers, the award is presented on a quarterly basis to an employee who models our vision, mission and core values and who demonstrates a commitment to resident and family focused care. While we would like to recognize this generous donor, he wishes to remain anonymous. His wife has since passed away but they have both left a legacy at Saint Vincent's. Recipients of the Leading the Way award for 2017-18 include: Heidi Hubley, nursing; Charlene MacDonald, environmental services; Andrea Larade, administration; and Stephanie Hodges, nursing. A plaque dedicated to this award is hung in the north corridor on the main floor.



Pictured l-r: Colleen Meisner, Angela Berrette and Andrea Cameron

Long Service Awards

Saint Vincent's has many long-serving employees who are recognized at our annual employee recognition event held in the fall of each year. From five years to 40 years, we are proud that employees choose to work and stay at Saint Vincent's. This past year we celebrated the contribution of Andrea Cameron, Colleen Meisner, Allen MacSwain, and Maureen Noble, who have been at Saint Vincent's for **35 years**; and Doug Kirby, Mike MacDonald, Denise Gilkie, Karen Tobin and Sharon Jesso who were celebrating their **25th anniversary**; as well as the numerous others with employment anniversary milestones of 20, 15, 10 and 5 years. Congratulations to all.

Leadership Team



Pictured l-r: Ken Rehman, Angela Berrette, Scott Bell, Kim Wright, Krista O'Hearn, Lauren Richardson, Debbie Coombs, Joanna Johnson, Anya Teri.

Missing from photo: Scott Muzzerall

Our leadership team is an ever evolving group. We recently said goodbye to Scott Muzzerall, our Facility and Environmental Services Manager who moved on to another opportunity. John McDonald was appointed Facility and Maintenance Manager and Krista O'Hearn, former Nutrition Services Manager, has accepted the role of Support Services Manager, overseeing both the nutrition and environmental services departments. Kim Wright was promoted to Director of Quality and Operations providing leadership in the quality and education portfolio together with support services.

Our leadership team works together to oversee the 260+ employees, 149 residents and their families, volunteers, physicians and other health professionals while ensuring a safe environment for all at Saint Vincent's. Additionally, they sit on many external committees and groups to develop a partnership with other homes allowing us to share learnings and resources as well as keeping up with best practice in long term care.

2017-2018 At a Glance

We have completed another year of our journey toward improved resident and family centred care. Resident and Family Centred Care (RFCC) is about building strong relationships within the Saint Vincent's Nursing Home community and understanding that residents and families are not only experts in their own care, but also partners who must be part of the decision-making at all levels.

RFCC Advisory Group

The RFCC Advisory Group has been meeting monthly throughout the year. This group serves in an advisory capacity, making recommendations on matters that impact the experience of residents and their families at Saint Vincent's. It is a place where we share how we are doing on key quality indicators (such as wounds, falls, medication errors, etc.) and where we provide updates on major events/construction etc. with residents and families. The minutes of the meetings are posted on our website.

Over the year this committee has provided input into facility policy and has resulted in changes in facility processes such as revisions to the restraint policy, changes to our admission process for new families, the creation of a menu planning committee with residents, and provided input into our upcoming strategic plan. We have had varying attendance from family members and staff at the meetings; however, we have seen increasing attendance and participation from residents.

We would love to see more family members attend this group as it is a great way to connect and provide input into our community. We meet the last Tuesday of every month in the 4th floor lounge at 2:00 PM.

Recreation & Music Therapy

Saint Vincent's has continued to strive to find opportunities to improve the lives of residents living in our community and have seen successful additions this past year. With a change in our recreation department, we were able to hire a second recreation therapist who has a CTRS (Certified Therapeutic Recreation Specialist) designation. This will improve our access to recreation students who may provide more

program offerings. We were also fortunate to be selected to participate in a project aimed to bring music therapy to seniors in nursing homes. "Music therapy is a discipline in which professionals with a music therapist accredited credential use music purposefully within therapeutic relationships to support development, health, and well-being. Music therapists use music safely and ethically to



address human needs within cognitive, communicative, emotional, musical, physical, social, and spiritual domains." (Windsor Foundation Long Term Care Music Therapy Program Outline). The program began in April 2018 and will continue for one year but is renewable up to three years. It is a partnership between The Mental Health Foundation of Nova Scotia, the Nova Scotia Health Authority Seniors Mental Health Team, Heartsparks Music Therapy, and selected long term care facilities.

Enhancing the Dining Experience

There have been many changes in the nutrition services department as we strive to support a resident focused meal time experience. Breakfast meal service has been moved ahead in order to facilitate more residents eating in the dining rooms for their morning meal. Staff are encouraged to remove trays from the tables in order to allow for a more homelike environment at meal time. New colorful menus are now posted on each unit every week and each unit dining room has a whiteboard informing residents of their daily menu. Meal service audits are carried out quarterly to ensure these practices continue.

In order to promote more resident/family input into the menu, comment cards have been placed on all nursing units, with a suggestion box outside the main kitchen. Our four week cycle menu is also uploaded to the website.

Injury rates are below industry average for third consecutive year...

Starting in November 2017, a resident menu planning committee was developed to provide a forum for residents and family members to share their thoughts on the menu and to offer ideas for new menu items and recipes. Meetings have been well attended by residents from all units and they have expressed their pleasure at the incorporation of their suggestions into the menu plan. Nutrition Services also continues to work with recreation therapy staff to plan monthly special meals throughout the year. These festive meals are thoroughly enjoyed by all.

Moving forward, we will be continuing our focus on resident dining. New hot carts and ovens are being purchased to further improve the quality of our meals. We will also be exploring ways to increase the length of time the hot carts stay on the units and modifying our food production to allow for more resident choices at point of service and a more relaxed meal time environment.

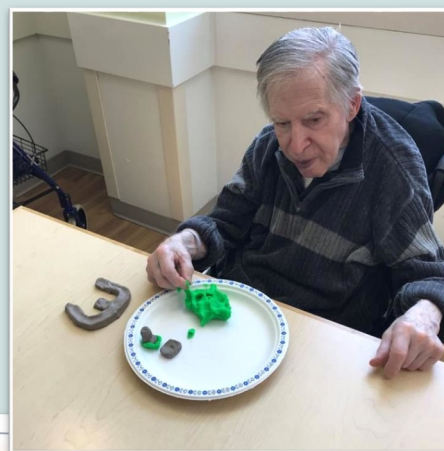
Art Expression

Paint Nite is a popular activity in the community with many taking the challenge to tackle a new skill with friends. This year our recreation therapists held their version of Paint Nite, utilizing art expression to create a therapeutic program for the residents. The tactile qualities of paint—smell, touch, and feel, can create visceral interactions with the materials. The same concept applies to other mediums such as clay sculpting. Art expression gives residents the opportunity to try a new way of communicating. Those who are non-verbal can build a connection with others through the art of creating their own masterpiece. This new program is one of the many initiatives based on best practice that our recreation therapy department adopted this year to ensure they contribute to providing residents with the highest quality of life possible.

Staff Safety

We have enjoyed another year of low staff injury rates. For the third consecutive year we have been in a merit position with WCB. This means that our injury rates are below the industry average. We have achieved this through investments in equipment and education in an attempt to provide staff with the skills and tools to continue to provide care in an environment of increasing resident care needs. Our physiotherapy department and resident care managers have

been working to implement a new process from WCB for the safe transfer and movement of residents. We have also invested in new slings for our mechanical lifts, new bed sheets that allow for less friction when moving residents in bed, and new positioning wedges to assist residents to stay on their sides during care. Our goal through the physiotherapy department is to provide more education on a regular basis directly to each floor on topics such as cushion positioning, off-loading pressure on heels, sling education, swift sheet education, positioning to relieve pressure, fall prevention and J Ro EZ rest wedge. We have doubled our occupational therapy services to twice per week which has allowed us more time for staff education. These investments should assist staff in providing safe and effective care to residents.



Measuring Care Needs Using the Frailty Scale

Frailty is a chronic, progressive, multidimensional syndrome of loss of reserves (energy, physical abilities, cognition and health) that gives rise to vulnerability of our residents. Symptoms worsen over time and affect how long one lives. Frail residents are at higher risk for falls, pressure injuries, infections, loss of abilities and death.

Frailty is related to:

- Having multiple chronic conditions (e.g. dementia, heart disease, renal failure, cancer).
- Age. However, age is only a contributor; frailty is not based directly on age.
- Cognitive problems, but it is not necessary to have cognitive decline to be severely frail.

- A deficit accumulation. The more the deficits (which do not have to be all medical), the more the frailty.

Frail residents may show a decline in:

- Muscle mass, and strength (weakness).
- Energy (fatigue).
- Walking speed or mobility.
- Activity levels (lies in bed or sits in a chair for most of the day).
- Ability to participate in Activities of Daily Living (ADLs) (e.g. eating toileting, bathing, walking).
- Appetite (weight loss).
- Cognitive function.

Comprehensive Geriatric Assessment (CGA) is a holistic assessment which documents a resident's health status, including cognition (e.g., dementia, delirium), mood, mobility, function, appetite, weight, bowel and bladder function, medical conditions, and medications. Once completed, a resident's **Clinical Frailty Scale** will be determined every six months.

CLINICAL FRAILTY SCALE



6 Moderately Frail – People need help with all **outside activities** and with **keeping house**. Inside, they often have problems with stairs and need **help with bathing** and might need minimal assistance (cuing, standby) with dressing.



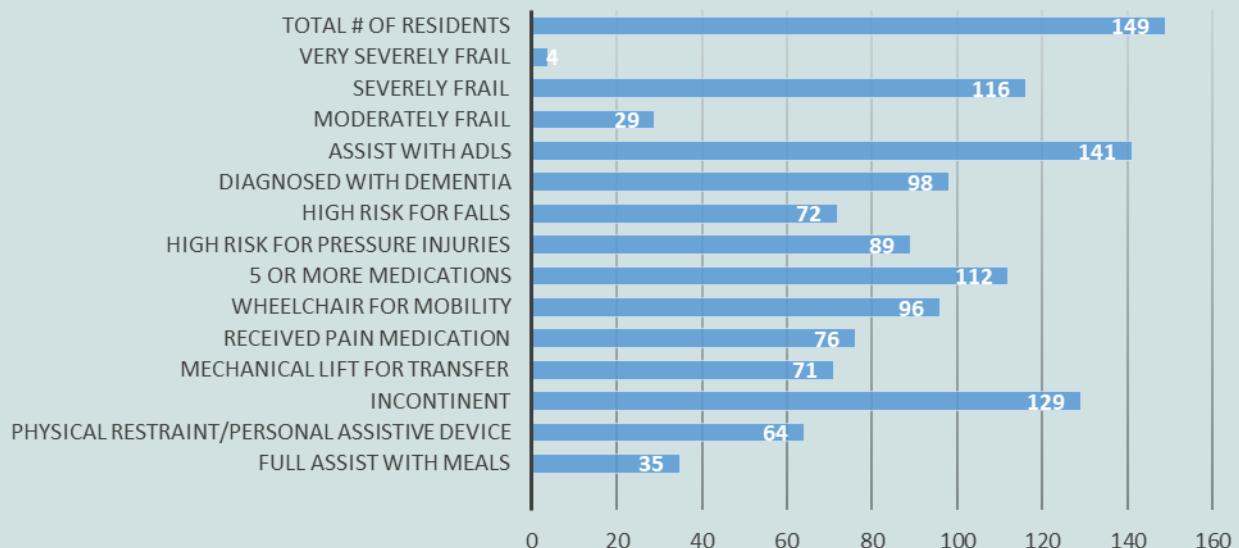
7 Severely Frail – **Completely dependent for personal care**, from whatever cause (physical or cognitive). Even so, they seem stable and not at high risk of dying (within ~ 6 months).



8 Very Severely Frail – Completely dependent, approaching the end of life. Typically, they could not recover even from a minor illness.

Frailty is considered when determining resident goals of care, advanced care directives and during medication reviews. Goals of Care focus on resident's wishes, comfort, capabilities, social and spiritual needs.

Resident Frailty May 2018

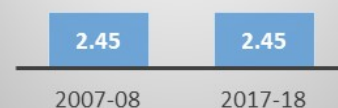


Number of Deaths

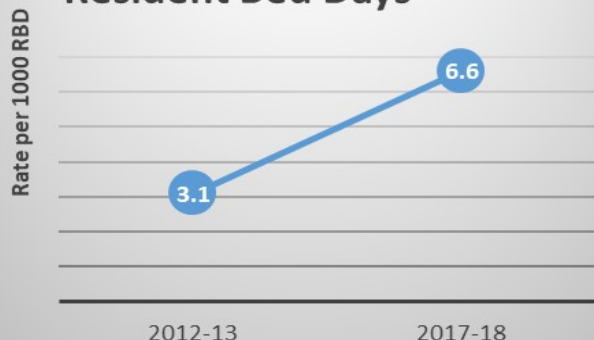


Our residents are being admitted more and more frail. These residents require more care than ever before as they are at greater risk for falls, pressure injuries, infections and death. The Frailty Scale is a tool that could be used when determining funding levels.

Funded CCA Hours per resident/day



Falls Rate per 1000 Resident Bed Days



Incidence of Residents with Pressure Injuries Stage 2,3,4,X



The staff of Saint Vincent's strives daily to minimize those risks through our Quality Improvement Plan. For more information on the Quality Improvement Plan, quality indicators and action plans, see the Annual Quality Report available on our website, www.svnh.ca.

Crafty Cronies

We are Hilary Wellard, Emma Boudreau, Julie Lombardo, Elsie Lewis and Kim Wright. Earlier this year we talked about how we could develop a program that would help break up the week, be held during the evening, would involve as many residents as possible, provide a meaningful purpose and of course it had to be fun. That's how Crafty Cronies of SVNH was founded.

The Cronies meet every Tuesday after supper. We rotate the units where we meet to encourage the residents on the units to wander in and participate.

We are crafting Christmas ornaments and cards with a plan to sell our wares at the Fall Fair in November. As a group we have not decided how to use the money we raise. A popular idea is to donate the money to purchase raised flower beds in the garden areas for the residents to tend.

We are already talking about expanding our mandate by planting seeds in homemade green houses on the 4th floor

for the residents to tend until the plants can be placed in outside gardens. We would also like to support an art show to showcase resident and staff art in the garden area this summer to help celebrate the new fence and our community.

Crafty Cronies is supportive of all of our residents and we encourage everyone to attend. We all have different abilities and we try to help each other with the projects and applaud everyone's accomplishments.

We look forward to Tuesdays and we are pleased to be able to plan and participate in a program that is purposeful but also a lot of fun. We share a lot of laughs and stories.

Thank you to the staff who have given their time on Tuesdays helping out. Families and staff are welcome anytime to give us a hand.



CHECK US OUT ON FACEBOOK

In Memory of Madonna Millman & Robert Paul

Robert moved from Winnipeg to fulfill his dream of living the east coast lifestyle; relaxed, easy going and by the sea. He loved the ocean and spent his days off planning his next big fishing adventure. Robert often shared his tales; one speaks to his character—while fishing a busy spot one day he noticed a couple with a small child trying to cast their line amongst all the others without luck. This family was new to Canada and in seeing their frustration gave up not only his catch of the day but his spot to that young family. He beamed when describing how the child's face lit up.

Robert had a passion for nursing. He was an intelligent, widely respected nurse. He was a wealth of information and was there when you needed him. His familiar “everybody here” check-in at shift change while joking with staff and ensuring the team had what they needed was a comforting presence. As was his hard rock music, usually heard playing from the medication cart as he went up and down the halls.

Above all, Robert was known for his sense of humour and as his family said “his larger than life laugh.” He would make you smile with him or at him every single shift whether it be telling a joke or acting goofy.

Robert tried to come off so big and tough, but we knew he was a kind hearted soul. When he learned of Madonna being given the news that her cancer was terminal he was so sad saying “that’s too bad, I really liked her, she is a good one”. Madonna expressed that same sentiment the first time she met Robert, “I like him; a bit of an odd duck, but he’s going to be a good one”.

Madonna was similar to Robert in that they both loved music, and spoke their minds. She was vibrant and worked circles around everyone. Working with Madonna meant things would be done. The resident’s truly loved her, often being heard laughing and saying “I missed you” when she had been off. She loved her resident’s right back. She would be the loudest advocate for them fighting not only for what they needed but what they

wanted too. No detail was too small for her, she would work through her breaks to make sure all the residents, not just her assigned group, were taken care of properly and that they were comfortable and happy.

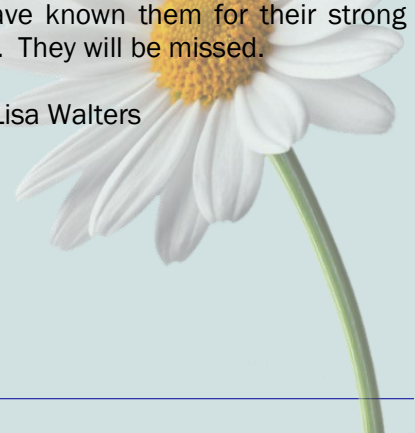
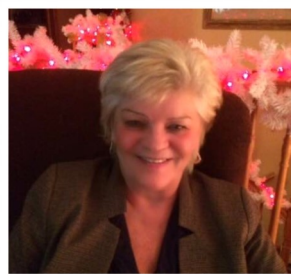
She worked many places but kept returning to Saint Vincent’s—the last time being her third time here. She trained many long-term employees 26 years ago and during her last time here she trained some of our newest employees to be the best nurse that they could be.

Madonna lived her life to the fullest. She never looked nor acted her age and like Robert she also enjoyed carrying on at work and would never let an opportunity to point out eye candy when outside ambulance, police or firefighters would visit.

Even when working 2 or 3 jobs, all involving people, her family said “she always put others before herself.” This was true with relationships too. Madonna loved those in her life with all her heart doing so dearly and unconditionally. As a friend, she was a supportive, non-judgemental ear willing to offer kind words and support with any issue. She would also be there to socialize, enjoying a good glass of wine and oh how she loved to dance and tear up that dance floor!

Both Madonna and Robert were advocates for the people they worked with as well. Madonna spent years with in the union as a proponent for worker’s rights. Robert had recently accepted the leadership role as president of the nurse’s union local at Saint Vincent’s already showing his commitment to his co-workers. Their passion for nursing was shared amongst all of us, and we were so lucky to have known them for their strong will, spirits and laughter. They will be missed.

Excerpt from Eulogy by Lisa Walters





2080 Windsor Street • Halifax • NS
902-429-0550 • www.svnh.ca



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