

River East Quality Newsletter

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QUALITY REPORT – 2014

In October, Kim Rohm and I attended a conference where River East PCH received an award highlighting our achievements in 2 areas of care: pain management and continence based on data shared with the Canadian Institute of Health Information. River East was compared to all other Extendicare long term care homes across Canada who submit data on all facets of care. See below under “Elder Safety and Care” for additional information.

Elder Safety and Care

We compare our statistical data in many areas such as number of falls, restraints, wounds and infections to other homes found in the Winnipeg Regional Health Authority as well as other homes in Saskatchewan and Alberta. Benchmarks have been set by external organizations to which we measure our success.

Continued Success...

In regards to pain management, we continue to identify and treat our Elders’ pain: in the WRHA, the average percentage of Elders with pain is 16.5% as compared to River East’s average of Elder equaling less than 2%. The average for all Extendicare homes is 8.9%.

We continue to see a reduction in side rail usage: starting with 49 in July, decreasing to 32 by year end. As we have indicated in the past, side rails, either the short or long ones, have contributed to injuries and deaths from entrapment across Canada. Since 2013, we completed a review of all mattresses, beds and side rails to identify areas where we can reduce this harm. In 2 years, we have decreased our side rail usage by over 50%. For more information, please access the pamphlet on side rails by the Family Knowledge Board. The purchase of new beds and new assist bars have contributed to the reduction of side rails.

Physical restraints, as defined by Manitoba Health as “Any restriction/reduction of voluntary movement or freedom implemented to ensure the safety of self, others or the physical environment, is a restraint” remain very low at 5.6% of all Elders who may have a daily physical restraint on any given day. The average prevalence of physical restraints in Winnipeg is around 12%.

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Antipsychotics: Since January 2014, the number of Elders receiving an antipsychotic, has increased slightly from 21 Elders to 28 at year end. Our continued efforts lie to reduce the number of Elders receiving this type of medication; similar to the work being completed by the WRHA and Extendicare Canada. When comparing our home to others, River East is slightly higher than the average (23% for the WRHA vs 28% for River East)

In the first half of the year, we had a total of 218 falls as compared to 203 falls in the last half. However, from 2013 to 2014, the number of falls has increased by 55% from 260 to 421. Regionally, the percentage of Elders who fall in all Personal Care Homes is approximately 18%, inline with River East. Early in 2015, we reviewed the falls program with all team members with the focus on a few key points:

- Ensuring the most frequently used items, such as TV remote are close
- Pass by supervision: focus efforts when seeing a “falling star” logo is present, ensure to look inside.
- Elders who had a fall in the last 30 days, continue to be at greatest risk for falls. In 2013, the average number of Elders who fell was 16; in 2014, the average number of Elders rose to 21.

In comparison with other homes in the WRHA, the average number of Elders at risk for falls is 18% ranging from 5.9% to 32.1%; River East is lower with 14%.

Urinary tract infections (UTI's) continue to remain low and stable. River East averaged 3 infections per month versus 6 infections in 2013. In 2014, we did not experience any outbreaks within the home. However, in 2015, there were 3 outbreaks in the first 3 months.

Managing our Elders skin remains a focus for not only River East but Extendicare and the WRHA. River East continues to see a very low and steady number of wounds being treated in our Home. Less than 5 Elders per month would have any type of wound. Within the WRHA, the prevalence of wounds is at 10%, River East is inline with the WRHA.

Team member Influenza immunization rates did see a significant increase from 55% to over 70%.

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Workplace Safety and Health

In 2014, we had 60 reported workplace incidents. They are broken down into the following categories:

Hazards	20
First Aid	25
Health Care	11
Health Care with Modified Duties	0
Lost time	4

We lost 69 days of work relating to these injuries and offered almost 700 hours of modified duties. When compared to 2013, our lost time injuries have decreased by **75%** while our lost days and modified work offered has remained the same. We saw another increase in workplace incidents reported, from 55 in 2013 to 60 in 2014.

We are committed to making our workplace safer through education by focusing on teachable moments, ensuring our team members have the right equipment to do the right job and encouraging our team to report concerns by fostering open dialogue.

Elders

Year over year, River East continues to be the preferred home for many Elders, as evidenced by our almost 2 year wait list. In 2014, we welcomed 34 new Elders, 2 less than in 2013.

Concern and Lost Items Forms

Faith Lane	Hope Haven	Charity Road	Courage Bay	Serenity Cove
7	13	8	4	6

Completing these forms is very important in assisting us to track trends and gaps.

A total of 38 forms were completed in 2014.

Number of items returned: 16 items were found and returned.

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Most common items reported missing:

- Dentures
- Glasses
- Clothing

To assist when dentures are lost, we ask families to take dentures to a dentist and have them engraved/labeled with the Elder's name.

Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishment toward organizational objectives. It is the fuel that allows common people to attain uncommon results. ~Andrew Carnegie.