

*Together we improve the well-being of the people we serve.*

### PERLEY RIDEAU SELECTED AS TRAINING SITE FOR PROVINCIAL INSPECTION PROCESS



#### A New Approach

On July 1<sup>st</sup> the new Long-Term Care Homes Act (the Act) came into force and, with it, the introduction of a new provincial inspection process to monitor Ontario long-term care homes' compliance with the Act. "I believe the new process will enhance how long-term care homes will be inspected" says Greg Fougere, Executive Director. "However, it is a significant change from what we are all familiar with. The new approach will require us to adapt to a new way of monitoring the outcome of the way we all provide care and service to residents."

The Ontario Ministry of Health and Long-Term Care's compliance management program has been renamed the Long-Term Care Quality Inspection Program (LQIP). There are a new set of inspection protocols that are being introduced, and the first round of inspections must be completed in all Ontario Long-Term Care homes by December 31, 2011. The same process will be used by the Ministry to follow-up on complaints, mandatory reports, critical incidents or follow-up inspections.

#### Inspection Protocols

"The inspection protocols and interview questions are available to everyone, so it will be a more transparent process" Greg stated. "We'll have the same tools as the Ministry to use in our ongoing quality improvement program, and that's a real plus!"

The Resident Quality Inspection Process has been adapted in Ontario from a similar inspection process that is rolling out across the

United States. Dr. Andrew Kramer, University of Colorado, is the lead researcher. Fifteen years has been spent to develop, research and validate the methodology. Ontario is the first Canadian province to introduce a similar inspection program.

#### Two Step Process

The Resident Quality Inspection process involves two steps. Firstly, 40 residents are randomly selected and interviewed, according to standardized questionnaires. Families and staff will also be interviewed. Care and activities are observed and additional information from resident care and quality of life outcome indicators are also considered. Responses and observations are then compared in a computer program to pre-established provincial thresholds.

Depending on the results, a second phase of inspection may occur to further analyze critical elements that have been triggered in phase 1 as potential areas of non-compliance with legislated expectations.

Finally, there are 7 mandatory inspections completed for all annual inspections. These include the admission process; dining; infection prevention and control; medication; resident charges; the quality improvement program; and

#### Look for these & other articles in this issue:

<i>Institute for Safe Medication Practices</i> .....	Pg. 2
<i>Staff Association</i> .....	Pg. 3
<i>Family Fun Day</i> .....	Pg. 5
<i>Family Council</i> .....	Pg. 6

interviews with Resident Councils and Family Council representatives.

Greg Fougere noted that “as different aspects of the care and quality of life of residents are analyzed compared to the previous inspection program, nursing homes in the United States have seen an increase in the number of non-compliances identified. Although it is expected that the same thing will happen in Ontario, we hope that learning more about the new inspection process during a mock inspection in August will help us kick start a proactive approach for the Perley Rideau to be ready when its annual inspection takes place in the coming year.” Actions or sanctions taken by the inspector during annual reviews will be based on severity, scope and compliance history.

#### **Master Training Site August 23<sup>rd</sup>-27<sup>th</sup>**

The Ministry of Health and Long-Term Care is now training Master Trainers throughout the province. The Perley Rideau volunteered and was chosen as one of the provincial training

sites. One master trainer from National Health Quality in the United States will be on-site at the Perley Rideau from August 23<sup>rd</sup>-27<sup>th</sup> to train four Ontario inspectors, 3 resident care inspectors with nursing backgrounds and 1 dietary inspector. They will become Master Trainers for other provincial inspectors.

#### **Further Information Available**

“This is a training opportunity for the compliance inspectors and an opportunity for us to gain some very valuable insights into what’s expected and where we stand,” Merv Taylor, Resident Assessment Instrument Coordinator commented.

**Merv Taylor, Resident Assessment Coordinator (ext. 2405) and Kerry Phillips, Assistant Program Manager (ext. 2110),** are coordinating the on-site training and mock inspection with the Ministry and may be contacted for any further information.

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## **INSTITUTE FOR SAFE MEDICATION PRACTICES CANADA (ISMP) - THE PERLEY RIDEAU EXPERIENCE**

### **What we’ve done**

Perley Rideau has participated in the ISMP Medication Self Assessment for Long Term Care since 2008. Each year we have identified opportunities for improvement, and have compared our experience with the aggregate experience of similar homes in Ontario.

### **Our ISMP Team**

Medication use is a complex, multi-disciplinary process; many characteristics of our home’s systems must be assessed from the perspective of various practitioners in order to understand and improve the process. Our ISMP team has representatives from the Pharmacy, Medical Director, RN, RPN, Unit Clerks, and the Manager of Nursing Practice. This core group of individuals has completed an annual review and actioned improvement initiatives over the past 3 years. This

annual review provides valuable information on system vulnerabilities. By addressing these, our medication systems will be safer for our residents. We are proud to announce that over the past three years we have made a 30% improvement in Medication Safety.

### **Next Steps**

This year’s review has revealed our ISMP score at 95%. Our goal is to action further improvements in the fall with the implementation of an electronic medication administration system. Automated medication-related systems are used to increase the accuracy and safety of medication ordering, dispensing, and administration. This quality improvement initiative will roll out in the fall of 2010. The Perley Rideau is committed to enhancing the safety of medication practices in our home.

## **YOUR STAFF ASSOCIATION IS LOOKING FOR YOUR SUPPORT !! WE NEED MORE COMMITTEE MEMBERS**

**WE ARE LOOKING FOR STAFF TO VOLUNTEER THEIR TIME AND IDEAS TO EXPAND THE CURRENT STAFF ASSOCIATION COMMITTEE!!!!**

The Committee meets monthly when necessary for 1 hour or more, to plan activities and discuss association business. Wouldn't you like to help decide where your payroll pool deduction of \$1.00 is going? Are you satisfied with how we support activities financially? Have you new ideas? To join the Committee, please call **Chris Blanchette at ext. 2103** or **Linda Dacey at ext. 7335**.

The Staff Association responsibilities have been:

- The Children's Christmas Breakfast and Party
- Cost reductions for staff Christmas Dinner and Dance
- Fun Day, in collaboration with the Recreation
- Garage Sale
- Bowling Night
- Prizes for Best Halloween Costumes
- Staff Weekly Pay Pool
- Staff Appreciation Day Prizes
- Cost reductions for Perley Rideau Night at the Races
- Contribution to Nurses' Week
- Cost reductions for golf day and meal



**HAVE YOUR SAY! SEPTEMBER 30<sup>TH</sup> IS YOUR OPPORTUNITY TO ELECT A NEW EXECUTIVE COMMITTEE. POSITION OPENINGS ARE: PRESIDENT, SECRETARY AND TREASURER**

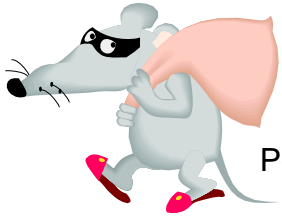


### **2010 CANADA SAVINGS BONDS APPLICATIONS WILL BE ONLINE**

We are currently preparing for the 2010 Canada Savings Bonds Campaign. This year as part of an ongoing effort to reduce waste, increase efficiency and facilitate the process, we will be implementing a paper application-free campaign. This means that there will be no paper applications. If you wish to participate, you will apply directly online. We recognize that not all employees may have access to a computer; therefore, the computer kiosks that are available at the Perley Rideau for QHRnet will also be available to apply for the 2010 Canada Savings Bonds. As we approach the campaign, we will provide more detailed information. Questions? Please see Debbie Heika, Human Resources Services or call 613-526-7174.

**Thank you** to all my friends at the Perley Rideau for the many cards, telephone calls and expressions of sympathy I received following the recent passing of my mother. God bless!  
Gloria Shaw, RA

**Russ Tattersall, Manager, Human Resources** joins the Perley Rideau on August 16, 2010. Russ will be responsible for Human Resources and Volunteer Services. Welcome aboard Russ!



## PERLEY RIDEAU EXPERIENCING INCREASED THEFT ACTIVITY IN PARKING LOT

Within the last 6 weeks, the Perley Rideau parking lot has been the scene of increased theft activity where 2 cars were broken into and valuable belongings stolen. The Ottawa Police Service offers a substantial amount of information on their website with regard to this subject and how to reduce the level of risk. Some of the crime prevention tips listed on the Ottawa Police Services website are listed below, however you are welcome to visit the site in order to raise your level of awareness.

- Don't leave personal identification, vehicle registration or insurance certificates or credit cards in your vehicle;

- Remove parcels or valuable belongings from view. Place and lock them up in the luggage compartment;
- Never leave your keys in an unattended vehicle, even when running a quick errand;
- Always roll up the windows tightly and lock your vehicle;
- Park in well-lit areas.

In the meantime, anyone whose car is broken into should be contacting the Ottawa Police department directly and reporting the incident. In addition, please contact Plant Services at extension 2530 or 2531 so that we can document the number of incidents taking place and possibly, together with the Ottawa Police department, make our lot safer.

## HOW "GREEN" HAVE WE BEEN?

Recently, we have introduced composting. With all of the discussion over recycling, composting and other "green" initiatives, we need to take time to think of what we have been doing and what else we can do to divert waste from landfill.

### Why we have started composting here at our facility?

- It's environmentally friendly
- It's a way to keep landfills from filling up quickly

### Did you know we now have five regular recyclable waste streams?

- Mixed fibres: office and newspaper and light cardboard.
- Corrugated cardboard such as briefs boxes
- Glass, cans and certain plastics
- Scrap metal
- and now Composting- food waste.

We also recycle several hazardous products: fluorescent light bulbs, paints, solvents,

alkaline and rechargeable batteries, to name a few.

**Currently we send about 3,800 cubic yards of general waste to landfill and divert 2,200 cubic yards of recyclable waste or a footprint of about 1 football field, 36 inches deep. 37% of our total waste stream is diverted and yes, we *can* do better. We can recycle almost everything we use and if we work conscientiously, it is possible to recycle more than 60% of the waste that is thrown away in the garbage bin.**

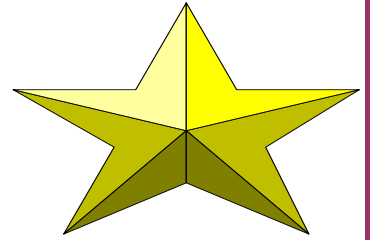
***The key factor is making sure we all put the correct item in the right container.***

As you can see, there are many ways to help the environment. When we make a point of recycling, we become part of the solution.

More on recycling, and how we can improve on "being green", to follow in future issues of ***Between Us Briefly!***

# FAMILY FUN DAY

Staff, Family, Residents, Volunteers, Friends



**September 11, 2010 from 10 - 3**  
**BBQ at 12:15**

**'Old Fashioned Country Fair'**  
**Lupton Hall, Patio & Cafeteria**  
Entertainment, Games, Bake Sale & Prizes

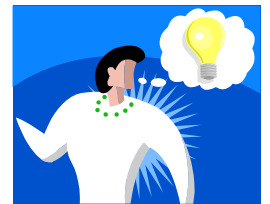
Supported by the Staff Association  
& Recreation / Creative Arts

Donations of wrapped and labelled baked goods greatly appreciated.  
Drop off Sept. 11<sup>th</sup> in Lupton Hall or contact:  
Chris Blanchette at ext. 2103



## Articles for *Between Us Briefly*

Written articles for the Between Us Briefly newsletter should be submitted to Judy Woodstock, Executive Assistant at [jwoodstock@prvhc.com](mailto:jwoodstock@prvhc.com). The newsletter is published monthly by the 3<sup>rd</sup> week of the month. **The deadline for submission of articles is the Wednesday of the 2nd week of each month.**



Articles submitted may be edited for length and consistency of style. It may not be possible to include all of the articles submitted for one edition. Articles for the newsletter must respect the Perley Rideau's Core Values.

## PAYROLL WINNERS

July 8	Ron Hanna
July 15	Yilma Mulunhe
July 22	Lorie Stuckless
July 29	Beverly Bouchie
August 5	Dawn Glandon
August 12	Daniel Parent



### **Between Us Briefly, Vol. 14-8** **Editor: Judy Woodstock**

Special Thanks to: Denise Alexander, Chris Blanchette, Linda Dacey, Family and Friends Council, Greg Fougère, Debbie Heika, Akos Hoffer, Cheryl Homuth, Doris Jenkins, Kerry Kelly and Bob Paré



## Perley and Rideau Veterans' Health Centre (PRVHC) Family and Friends Council

- WHAT** The mission of the Family and Friends Council is to improve the quality of life for all residents by promoting an atmosphere of compassionate care and support among staff, volunteers, family members and friends
- WHY** The Long-Term Care Homes Act, 2007, has been amended and, effective July 1, 2010, provides for the establishment of a 'Family Council' in a long-term care facility in Ontario
- WHO** Participation is open to a family member of a resident or former resident of PRVHC or a person of importance to a resident who is committed to acting as an advocate for the resident
- WHEN** Two meetings are held each month: afternoon meetings are held on the first Wednesday of each month at 4:30; evening meetings are held on the second Wednesday of every month at 7:30. The agendas are identical for afternoon and evening meetings.
- WHERE** Meetings are held in the 'Board Room' located on the second floor of the PRVHC, 1750 Russell Road, Ottawa, ON
- CONTACT** A family member or a friend of a resident may contact the PRVHC Family and Friends Council by e-mail at [familycouncil.prvhc@gmail.com](mailto:familycouncil.prvhc@gmail.com) or by phone at 613 730 3429