

**LONG-TERM CARE HOMES AND SERVICES DIVISION
ACHIEVEMENT OF 2008 OPERATING OBJECTIVES
Carefree Lodge**

Objective	Success	Indicators of Achievement
Leadership and Partnerships		
1. To build positive relationships with our community.	Achieved	<ul style="list-style-type: none"> • Meetings with key community organizations in the North York area including NYGH, CCAC, and other long-term care facilities to enhance communication with our partners designed to raise the level of awareness of the needs of our residents and families; • Submitted our 2007 prospective analysis: UTI treatment to CHEQA; • Support from our General Manager, City Councillor David Shiner, provincial and federal representatives at our annual Volunteer Appreciation Event.
2. To heighten the profile of aging and the work of our home.	Achieved	<ul style="list-style-type: none"> • Received an award from the <i>Clean and Beautiful Competition</i> to enhance our home; • Submitted a study on Reducing Treatment of Asymptomatic Urinary Tract Infections at Carefree Lodge to the Canadian Healthcare Excellence in Quality Award; • Carefree Lodge was the Leader of the Pack for the second consecutive year; we raised the most money for the Toronto Challenge – over \$12,000.
3. To participate in the Accreditation process.	Achieved	<ul style="list-style-type: none"> • The home has responded to all accreditation instruments (questionnaires) with a response rate of 90-100 percent; Long-Term Care Team has been struck and is interdisciplinary; • Qmentum Education of staff and managers has been completed in 2008.
4. To consolidate and streamline the work of our Quality Site Council and Resident Care and Service Committee.	Achieved	Members of the pilot Quality Site Council/RCSC evaluated the committee is meeting its objectives; committee members felt that this was more of an integrated approach to quality improvement which is in keeping with our Integrated Quality Management Framework.
5. To be in compliance with MOHLTC.	Partially Achieved	One unmet standard and have implemented a plan of ongoing monitoring to ensure compliance.
6. To promote and develop enhanced relationships with partners and stakeholders.	Achieved	<ul style="list-style-type: none"> • CFL was successful in receiving a generous donation of \$2,500 from the Young Nak Korean Presbyterian Church of Toronto. • New contacts made. • Home Advisory Committee was successful in

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		recruiting two new members respectively representing the Toronto Police Services and Jewish Community.
7. To enhance our volunteer program.	Partially Achieved	<ul style="list-style-type: none"> • Recruitment strategy has been developed to attract volunteers aged 50+ for day-time activities; • Currently recruiting for new Executive of the Volunteer Association; • The Gift Shop has been identified as an area of priority.
Resident Care and Services		
8. To work with the Mental Health Framework and enhance the mental health of our residents.	Achieved	<ul style="list-style-type: none"> • The home works effectively with our designated Mental Health Outreach team, NYG Hospital and the Regional Geriatric program (RGP); • Visiting psychiatrist every two weeks to ensure assessment and follow-up; • RGP provides case study review of psychogeriatric cases.
9. To develop a specialized service for residents suffering from Parkinson's Disease.	Achieved	The Quality Improvement Project will continue into 2009. Medication administration is the key. There has been education regarding Parkinson's disease and rehabilitation strategies. An extensive medication review has been conducted on all residents with a diagnosis of Parkinson's disease.
10. To continue to be a restraint-free home.	Achieved	Carefree Lodge continues to be restraint free.
11. To enhance quality of life and quality of care and services that are based on identified residents' needs and implemented within an interdisciplinary framework.	Achieved	'Live To Eat' continues to be evaluated. Ongoing discussion and review at Level Meetings, Home Management Committee meetings. Audit reviews are discussed at QI/RCSC. 'Your Opinion Count Surveys' are reviewed and discussed at Home Management Committee.
12. To study and review residents at nutritional risk in order to minimize risk and any negative outcome.	Achieved	Reporting at our QI/RCSC. There is an interdisciplinary approach here at Carefree Lodge with the Registered Dietitian taking the lead. The team is composed of food and nutrition, nursing and rehabilitation staff and managers.

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13. To ensure that residents are receiving the best possible quality rehabilitation program.	Achieved	Quality Monitoring Reports this year included individual reviews of both the Yoga and Balance Groups. 84 percent of residents participating in the Yoga group are satisfied with the program. 87 percent of residents participating in the Balance Group are satisfied with the program.
14. To continue to promote a culture of resident safety	Achieved	<ul style="list-style-type: none"> • Resident safety is a strategic priority; • Risk Indicator Report and Quality Improvement reporting; • Reporting system for adverse/near miss/sentinel events; • Policy and process for disclosures of adverse events; • Medication reconciliation at referral/transfer; • Falls Prevention Strategy in place; • Influenza vaccine: 96.7% for residents, 91% for staff; • Pneumococcal vaccine: 97.5; • Pressure ulcer strategy in place; • Annual prospective analysis: Enhancing the care of residents with Parkinson's Disease.
15. To implement RAI-MDS Phase 5.	Achieved	<ul style="list-style-type: none"> • Carefree Lodge is part of Phase 5 of the MOHLTC RAI-MDS implementation project; all required timelines have been met; • All resident assessments are complete; • Interdisciplinary approach adopted and implemented; • Staff trained in terms of RAI-MDS and new NPCR documentation.
Environment		
16. To create a home-like environment for the residents.	Achieved	Carefree Lodge has had numerous capital projects underway this year: <ul style="list-style-type: none"> - Three rooms now have wheelchair accessible washrooms - New flooring in shared resident washrooms - New flooring on Main Level Resident Lounge - New flooring in Staff Lounge - New sofa for Garden Level - New windows throughout the home - New faucets: energy efficient
17. To ensure effective implementation of infection control policies, procedures, and practice.	Achieved	<ul style="list-style-type: none"> • Infection control education; • Mask Fit Testing of staff; • Hand Sanitizers installed throughout the home, in corridors.

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Worklife/Workforce		
18. To ensure that roles and responsibilities for resident care and safety are in place.	Achieved	<ul style="list-style-type: none"> • Annual Staff Education Assessment conducted; • Staff have input into job routines; • Hazard analysis is being developed for all positions; • Training of staff on resident safety and equipment use; • Resident Safety Plan in place; • Preventive Maintenance Program in place.
Health and Safety		
19. To enhance workplace Health and Safety awareness and practice among staff.	Achieved	<ul style="list-style-type: none"> • Regular JHSC meetings; • Monthly building inspections; • Return to Work/Modified Duty Program for Injured Staff/Successful Return to Work of one of our part-time staff; • WSIB incidents are down from last year; • Health and Safety Week focused on Wellness; • Ministry of Labour Inspection - no findings; • Pandemic Planning Education; • Pandemic Planning Policy Manual; • Revision to the Infection Control Manual discussed at Health and Safety; • Muscular Skeletal education; • Lock Out/Tag Out Training; • Fire Education; • Slips and Falls Campaign; • Code White Training; • Code Yellow: Test of the Emergency Plan.
Integrated Quality Management		
20. To implement our policy regarding integrated quality management.		<ul style="list-style-type: none"> • The home has been a pilot for consolidating the Quality Site Council and the Resident Care and Services Committee. Members have evaluated the new committee as very successful. The committee works with the results of the quality improvement initiatives and project(s) and the Risk Indicator Report. • To date, no sentinel event has been experienced at Carefree Lodge.