

**LONG-TERM CARE HOMES AND SERVICES DIVISION
ACHIEVEMENT OF 2008 OPERATING OBJECTIVES
Kipling Acres**

Objective	Success	Indicators of Achievement
1. To strengthen leadership, integration and enhancement of health services within the City of Toronto, through collaboration with the 5 LHINs, SS&HA, TCHC, TPH, PF&R and EMS.	Achieved	<ul style="list-style-type: none"> • Actively participated in Central West LHIN planning forums such as the Seniors Core Action Group, Regional Infection Control Network, Etobicoke Services for Seniors; • Hosted three Central West LHIN community consultation/ information forums; • Participated in the City of Toronto – 5 LHIN Collaborative Table; • Actively worked with SS&HA to improve options for homeless/marginally housed seniors and/or individuals who do not thrive in a LTCH setting.
2. To build linkages and partnerships with other organizations to maximize and support interdisciplinary teamwork across the continuum.	Achieved	<ul style="list-style-type: none"> • Strengthened partnerships with the community PRC and CAMH through the LTC-MH Framework implementation; • Renewed partnerships with Westpark Psychogeriatric Outreach Program and Reconnect to support residents discharged from the home.
3. To prepare for a division-wide 2009 survey under Qmentum program.	Partially Achieved	<ul style="list-style-type: none"> • Prepared required interim report to respond to 2005 survey recommendation; enhanced practice related to ROPs; • Continued quality improvements since the last survey; • Reviewed and updated the 2008 Strategic Plan for Kipling Acres with input from the community, residents, families and staff; • Completed the November 2008 Qmentum self-assessments and survey instruments.
4. To continue to enhance the culture of safety related to workers, residents, clients, families, volunteers and the general public through a team approach.	Partially Achieved	<ul style="list-style-type: none"> • Worked to enhance awareness of residents safety at Residents' Council, Family Council and Home Advisory Committee through education/training and discussion; • Family Information Centre used as a primary communication tool to share safety-related information to families; • Safety related articles published in the monthly <i>The Kipling Kronicle</i> for residents and families.
5. To support divisional work related to updating and implementing the revised Strategic Information Systems Plan.	Partially Achieved	<ul style="list-style-type: none"> • Successfully converted 370 resident files to the RAI-MDS; • Data quality evaluation results 86%.

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6. To develop a plan that will enhance volunteer involvement of youth and the 55+ age group.	Achieved	<ul style="list-style-type: none"> ● Successfully recruited youth volunteers; ● Conducted youth volunteer orientation. ● Forum of youth volunteers plan and deliver a variety of weekend program for the young adults and other residents in the home. ● Overall volunteer hours increased 5%.
7. To have each care team implement and evaluate enhanced falls prevention strategies that reduce the risk of and the number of injuries from falls in the home by a minimum of 10% in 2008.	Partially Achieved	<ul style="list-style-type: none"> ● Committee convened with interdisciplinary representation to study falls prevention and management; ● Education and training provided to the care team.
8. To reduce the number of unmet standards in the area of dietary and environmental MOHLTC compliance.	Partially Achieved	<ul style="list-style-type: none"> ● Dietary Referral conducted October 2008 resulting in 4 unmet standards.
9. To strengthen quality monitoring activities to minimize unmet standards in resident care and nursing.	Partially Achieved	<ul style="list-style-type: none"> ● Audits and quarterly reporting built into compliance plan and quality monitoring activities; ● Continued monitoring required in nursing and dietary.
10. To further develop the interdisciplinary team processes in the provision of resident dining and snack service and to resolve areas of non-compliance and minimize risk of re-issuance in related areas.	Partially Achieved	<ul style="list-style-type: none"> ● Unit QI teams conducted dining audits and delivered feedback/results to the care teams; ● Action plans developed on issues where improvements indicated with quarterly reporting to Site Quality Council.
11. To analyze clinical risks and identify one focus for QI to improve resident outcomes.	Partially Achieved	<ul style="list-style-type: none"> ● Pain management was the clinical focus selected in the home; ● Audit designed and conducted; ● Results identified need to strengthen evaluation of the effectiveness of the pain management strategies.
12. To develop a multi-year Capital Replacement plan for Kipling Acres that supports resident safety and comfort and promotes a safe work environment for staff.	Partially Achieved	<ul style="list-style-type: none"> ● Completed planned 2008 capital projects; ● Initiated strategic planning for the potential redevelopment of Kipling Acres into a “campus of care” model; ● Met with other City divisions with an interest in the redevelopment to scope out possible options; ● Researched other jurisdictions;

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		<ul style="list-style-type: none">• Submitted initial report to Community Development and Recreation Committee;• Submitted survey expressing interest in the planned Phase 1 of the MOHLTC capital redevelopment project;• Planning to continue in 2009.