

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

Objective	Success	Indicators of Achievement
1. To implement the <i>Long-Term Care Homes Act</i> (once implemented provincially).	Not Achieved	<ul style="list-style-type: none"> • The <i>Long-Term Care Homes Act</i> has not been implemented provincially.
2. To enhance the culture of safety related to workers, residents, families, volunteers and the general public through a team approach.	Achieved	<ul style="list-style-type: none"> • Informed the Joint Health & Safety Committee (JHSC) of the revised guidelines and the impact on their committee functioning; • Reviewed extent to which LL meets Required Organizational Practices (ROPs) and effected changes in practice/procedure as required with a view to maximization of resident safety; • Established the use of prospective analyses as a standard practice within the home; • Formalized a monitoring system to ensure that staff practices are consistent with best practices related to minimization of MSDs; trained all staff on MSDs and how to minimize workplace injuries.
3. To prepare the home for an accreditation survey in 2009.	Achieved	<ul style="list-style-type: none"> • Met all targets as directed by the Qmentum Steering Committee.
4. To increase the involvement of youth volunteers in preparation for the instalment of a Volunteer Youth Council by 2010.	Achieved	<ul style="list-style-type: none"> • The new Coordinator, Volunteer Services established a connection with local schools; • New and existing youth volunteers were encouraged to take on a leadership role.
5. To reorganize the Customer Service Office to better meet current needs.	Achieved	<ul style="list-style-type: none"> • The schedule was re-organized to ensure sufficient staffing; • The various job routines/duties/responsibilities that each position is required to do were identified and implemented; • SAS Committee recommendations were implemented.
6. To develop a program to bring art by local artists into the home.	Achieved	<ul style="list-style-type: none"> • Following a review of programs in other homes, an initial hanging of a small collection began in the Fall of 2008. In addition, the selected artist gave a seminar and demonstration to interested residents.
7. To implement the LTC-MH Framework in LL.	Achieved	<ul style="list-style-type: none"> • A working group was struck, including staff from PACE West and the local Psychogeriatric Resource Consultant; • The checklist items, as identified by the LTC-MH project team, were implemented.

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8. To evaluate the effectiveness of the “Falling Leaf” program in reducing residents’ falls and/or the impact on residents.	Achieved	<ul style="list-style-type: none"> • The Implemented 2008 Falling Leaf Program plans were monitored and audited; • The impact of the Falling Leaf program on residents and staff was evaluated.
9. To analyze clinical risks in the home and identify one focus for QI to improve resident outcomes.	Achieved	<ul style="list-style-type: none"> • A Root Cause Analysis of falls was conducted. Then all the Best Practices related to Falls were implemented and evaluated with a goal of minimizing injuries related to Falls.
10. To re-organize RN assignments to maintain the RAI Lead position within existing program funding.	Achieved	<ul style="list-style-type: none"> • The workload of the 3rd floor Day RN was rearranged enabling him to continue the RAI-MDS lead role.
11. To implement the first stage of the Therapeutic Outdoor Environment project.	Partially Achieved	<ul style="list-style-type: none"> • Met with ‘Humber College’ staff to plan the next step in the project; • Citing operational difficulties, Humber staff report they are as yet unable to implement the next step in the project.
12. To make the front lobby more attractive to residents and families to encourage greater use of that area.	Achieved	<ul style="list-style-type: none"> • Developed and implemented 2 new activities for the lobby (Art in the Home; Canada Day Celebration); • Enhanced the appearance of the lobby with the addition of a fireplace.
13. To fully implement the “Life Enrichment” Project has had a positive impact on residents’ quality of life.	Partially Achieved	<ul style="list-style-type: none"> • The “Life Enrichment” project was piloted on the 4th floor with cognitively-intact residents; • The evaluation of the pilot with a view to possible expansion of the project to other units is still pending.