

**LONG-TERM CARE HOMES AND SERVICES DIVISION
ACHIEVEMENT OF 2009 OPERATING OBJECTIVES
CAREFREE LODGE**

Objective	Success	Indicators of Achievement
Integrated Quality Management		
1. To ensure that staff are knowledgeable about the relevant Accreditation Canada Standards and Required Organizational Practices (ROPs) and that they implement these practices in their daily work.	Achieved	<ul style="list-style-type: none"> • CFL was prepared and actively/effectively participated in the 2009 Accreditation Canada process. • Developed CFL response to the 2006 Accreditation Visit: Recommendations and Innovations. • Qmentum Quality Road Map Response. High degree of staff participation. • Tracer Education to managers and staff.
2. To strengthen and streamline processes related to the home's integrated quality management program by consolidating the RCSC and Quality Councils.	Achieved	<ul style="list-style-type: none"> • One committee with a specified reporting as per the proposed facility site specific policy and procedure. • Continue to meet as per home-specific policy. • Develop and act on the annual 2009 quality plan. • Achieve milestones set out in the Resident Safety Plan. • Evaluation of the Committee's effectiveness has been very positive.
Safety		
3. To continue to enhance the home's workplace health, safety and wellness systems and quality of worklife activities through the Joint Health and Safety Committee (JHSC)	Achieved	<ul style="list-style-type: none"> • Effectiveness of IRS • Health and Safety education for 2009 included: EAP, stress management, bullying, workplace violence and code white, MSD prevention, safety culture and IRS.
4. To continue to return staff to work as soon as possible and to reduce the number of LTIs, especially as related to MSDs.	Partially Achieved	<ul style="list-style-type: none"> • The number of LTIs has increased but the injured staff has returned to work more quickly. In addition, there has been no outbreak in 2009.
5. To continue health and safety education and awareness through planned sessions throughout the year and the annual Health and Safety Week.	Achieved	<ul style="list-style-type: none"> • Health and Safety Week was successful. The focus is on healthy alternatives and exercise.
6. To continue to educate on near miss, adverse and sentinel events.	Achieved	<ul style="list-style-type: none"> • Education program to also include: inservice on near miss, adverse, sentinel events.
7. To ensure effective hazard ID and correction through workplace measures and controls	Achieved	<ul style="list-style-type: none"> • There was only one unresolved concern regarding the Garden Level flooring and the contractor is to fix the flooring. All other

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such as environmental and monthly building inspections.		<p>deficiencies as they related to environmental rounds and monthly building inspections have been resolved.</p> <ul style="list-style-type: none"> • Hazard ID effectively identified through environmental rounds, health and safety inspections, daily use of equipment, etc.
8. To promote a culture of safety through discussion of safety at all meetings, Family Committee, Residents' Council.	Achieved	<ul style="list-style-type: none"> • There are no unresolved safety concerns identified at: Family Committee, Residents' Council, Level Meetings, General Staff Meetings, one-to-one meetings with staff, residents and managers.
9. To continue to act on identified priorities for enhancing resident/client safety through QI/RCSC: 1) Managing Behaviours 2) Medication Management 3) Falls Prevention 4) Skin and Wound Care	Achieved	<ul style="list-style-type: none"> • QC/RCSC will oversee CFL's integrated quality management work including: <ul style="list-style-type: none"> ○ Managing Behaviours ○ Medication Management ○ Falls Prevention ○ Skin and Wound Care <p>This further supports our commitment to safety through our integrated approach to quality improvement.</p>
10. To study and review the residents who have Parkinson's Disease to reduce the number of falls and injuries in this population through tighter medication schedules.	Achieved	<ul style="list-style-type: none"> • Prospective Analysis for 2009: to study the number of falls and injuries experienced by those residents with Parkinson's Disease. The number of falls has declined. Phase I of the project has been successful.
11. To reduce the number of lost clothing items.	Partially Achieved	<ul style="list-style-type: none"> • The Laundry Committee is working on improving the service by enhancing communication through additional flyers detailing the labelling procedure and having the Supervisor of Housekeeping Services attend the 6 week conference to address all environmental concerns.
12. To implement new locker system.	Achieved	<ul style="list-style-type: none"> • Additional lockers were purchased and have been installed.
13. To enhance the environment of the home in terms of resident and staff safety and homelike appeal.	Achieved	<ul style="list-style-type: none"> • 2009 Capital Project Plan included: Refurbishing hand rails, base boards, ceiling tile replacement, HVAC, new elevator cabs, painting of resident rooms and corridors.
14. To further develop a plan that will enhance our volunteer involvement of the +55 age	Achieved	<ul style="list-style-type: none"> • Carefree lodge has recruited 17 volunteers age 55+.

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group cohort.		
15. To sustain our Youth Council involvement in the home.	Achieved	<ul style="list-style-type: none"> In 2009, there were 68 new youth volunteers recruited to the home. The home has a very popular Summer Student Program where many of the students volunteered for a minimum of four hours per day, three days per week.
16. To continue to implement the psychogeriatric and mental health services framework.	Achieved	<ul style="list-style-type: none"> In 2009, there was only one hospitalization that was required. Minimum number of hospital admissions for residents requiring psychogeriatric care, as a result of increased home capacity; there has been a reduction in the number of resident-to-resident and resident-to-staff incidents.
17. To continue to implement RAI-MDS and HOBIC into the home.	Achieved	<ul style="list-style-type: none"> Met all assigned timeframes. RAI MDS score is higher than historical CMI which does reflect the change in our level of resident care as we are caring for more medically complex residents.
Government Relations		
18. To imbed the leading practices of LGBT services in CFL.	Achieved	<ul style="list-style-type: none"> We have completed phase one of this process of becoming more LGBT environmentally friendly. There have been a series of meetings and discussions with Residents' Council, Home Advisory Committee, Family Committee and General Staff meetings. In 2010, there will be formal education of staff, volunteers and Home Advisory and Family members.
19. To be in compliance with the MOHLTC program standards and legislation, Ministry of Labour and its regulations.	Achieved	<ul style="list-style-type: none"> The home had no unmet standards during its 2009 Annual MOHLTC annual visit. There were no MoL orders or MoL inspections.
Information Management and Communication		
20. To implement MAPIT.	Achieved	<ul style="list-style-type: none"> The Risk Management Indicator Report has been updated and the management team has been in compliance with reporting requirements. The report has been revised to incorporate defined managerial responsibilities in the completion of the report.