

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

<b>Objective</b>	<b>Success</b>	<b>Indicators of Achievement</b>
1. Seek opportunity for community building in order to enhance programs and services that improve residents' quality of life.	Achieved	<ul style="list-style-type: none"> <li>Used the funds received through the "Clean and Beautiful City" program to develop a sitting area at the Lakeshore Blvd. side of the grounds.</li> </ul>
2. Investigate diverse cultural needs and desires of residents and ways to meet them.	Partially Achieved	<ul style="list-style-type: none"> <li>Listed the range of ethnic groups represented in the Home.</li> <li>Identified programs that may be of value to each identified group.</li> <li>Implemented one special program for some of the identified groups.</li> </ul>
3. Explore opportunities to enhance safe transfer of information between Home and hospitals.	Achieved	<ul style="list-style-type: none"> <li>Established a liaison with the Geriatric Emergency Management Nurse at St. Joseph's Health Centre.</li> <li>Actively participated in St. Joseph's Health Centre's LTCH Partners meetings through which changes were agreed upon to improve transfer of information between Home and hospital.</li> </ul>
4. Implement the MOHLTC HOBIC project.	Achieved	<ul style="list-style-type: none"> <li>Worked with the divisional IT support team for implementation and teaching regarding the system.</li> <li>Set up a training schedule with the RAI-Lead.</li> <li>Data is being sent to HOBIC. Awaiting installation of WOWs.</li> </ul>
5. Implement the (CCAC) Resource Matching and Referral System.	Achieved	<ul style="list-style-type: none"> <li>Reviewed the program implementation plan.</li> <li>Ensured communication to all super users and site co-ordinator.</li> <li>Ensured all deliverables were met.</li> <li>Ensured training is completed by the site co-ordinator and super users.</li> <li>Ensured the system is up and running and followed-up on outstanding issues and concerns.</li> <li>Evaluated the program.</li> </ul>
6. Enable managers' access to the quality data available through the RAI-MDS system.	Achieved	<ul style="list-style-type: none"> <li>The DOC coordinated with RAI-MDS project team to set up passwords and with the RAI Lead taught the nurse managers.</li> </ul>
7. Actively participate in the Divisional Accreditation program.	Achieved	<ul style="list-style-type: none"> <li>Implemented all action steps identified by the Qmentum Steering Committee for Lakeshore Lodge.</li> </ul>

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8. Further implement the Therapeutic Outdoor Environment Project plan.	Achieved	<ul style="list-style-type: none"> <li>Met with Humber College contact, pulled together a new task force and established a new plan.</li> </ul>
9. Identify opportunities for improvement in the residents' living environment.	Achieved	<ul style="list-style-type: none"> <li>Struck a task force with resident, family and staff membership to identify potential improvements in the residents' living environment.</li> <li>Prepared a proposal including required budget for large projects.</li> <li>Implemented all identified improvements.</li> </ul>
10. Improve the orientation for new residents/family members.	Achieved	<ul style="list-style-type: none"> <li>Established a Quality Improvement team to review the resident/family orientation and recommend improvements.</li> <li>Implemented the QI plan.</li> </ul>
11. Strengthen the safety culture within the Home.	Partially Achieved	<ul style="list-style-type: none"> <li>Did not participate in the implementation of the CWT project on prevention of MSDs as it has not rolled out to Lakeshore Lodge as yet.</li> <li>Established a Wellness Committee.</li> <li>Initiated the prevention of workplace bullying program by holding inservice sessions organized by Wesburn Manor.</li> <li>Reduced the number of LTI days year over year.</li> <li>Incorporated safety of residents and staff on agendas of all operating committees in the Home.</li> </ul>
12. Take steps to minimize the number of unmet standards.	Achieved	<ul style="list-style-type: none"> <li>Regularly monitored for compliance of water temperature sampling requirements.</li> <li>Followed up all observations made during the 2008 compliance visit.</li> </ul>