

**LONG-TERM CARE HOMES AND SERVICES DIVISION
ACHIEVEMENT OF 2009 OPERATING OBJECTIVES
SEVEN OAKS**

Objective	Success	Indicators of Achievement
1. To maintain occupancy of 55% for short stay program and 97% for permanent beds.	Achieved	<ul style="list-style-type: none"> • Occupancy for short stay was 56% with an expected 97% achievement in permanent stay bed occupancy.
2. To ensure staff are knowledgeable of their role in ROPs and that these practices were implemented.	Achieved	<ul style="list-style-type: none"> • Reviewed and provided interpretation of ROPs applying them to team work. • Managers monitored compliance. • Completed specific evidence re program evidence. • Falls prevention strategies implemented.
3. To ensure home is prepared for the May 2009 on-site accreditation survey.	Achieved	<ul style="list-style-type: none"> • Developed action plans to respond to QPR flags. • Implemented required improvements. • Prepared status reports from 2007 survey. • Provided education and training for staff re Qmentum language. • Successfully accredited.
4. To ensure falls prevention strategies are in place in an effort to reduce the number of falls.	Achieved	<ul style="list-style-type: none"> • Falls reduced by 30%. • Hip fractures related to falls reduced by 36%. • Total fractures related to falls reduced by 30%. • Multiple inservices related to falls reduction and Falling Leaf Program.
5. To evaluate existing parking practices and procedures to determine effectiveness.	Partially Achieved	<ul style="list-style-type: none"> • Processes were assessed to determine usage of tokens and recommendations for potential changes. • Further assessment related to optional parking system (ie. tickets) will be reviewed in 2010.
6. To enhance dental care for residents by reviewing existing processes and incorporating changes.	Achieved.	<ul style="list-style-type: none"> • Completion of inservices for staff related to resident mouth care and assisting residents during dental care provision.
7. To enhance bathing experience for residents.	Partially Achieved	<ul style="list-style-type: none"> • Renovations of shower rooms completed. • Donation funds approved for suitable heated towel racks and blankets but not yet purchased – will carry into 2010.
8. To increase the number of volunteers 55 and over.	Achieved	<ul style="list-style-type: none"> • Number of adult volunteers over the age of 55 increased by 27% and the number of adult volunteers under the age of 55 increased by 58%. Majority of these volunteers still registered as Volunteers at Seven Oaks.

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9. To respond to Worklife and Patient Culture survey by May 2009.	Achieved	<ul style="list-style-type: none"> ● 100% completion of Worklife, Resident Safety and LTC Self Assessments.
10. To enhance Volunteer Youth Council.	Achieved	<ul style="list-style-type: none"> ● The number of youth volunteers increased from 57 to 135, an increase of 57% over the last year. Two youth-led programs were held including a car wash and bake sale and the number of active youth increased.
11. To strengthen the safety culture at Seven Oaks and to support the integration of safety within the work environment.	Achieved	<ul style="list-style-type: none"> ● 100% of all JHSC are now certified. ● Unresolved nursing unmet standards were put back into compliance. ● Implemented safety education plan for residents.
12. To participate in the continuous improvement activities adopted by the Division and CUPE Local 79.	Achieved	<ul style="list-style-type: none"> ● Implemented Workplace Bullying Program. Managers and staff attended inservice sessions. ● Implemented Workplace Violence education.
13. To develop and maintain effective systems related to resident safety and communicate in a timely manner.	Achieved	<ul style="list-style-type: none"> ● Prospective analysis completed on Wound Care. ● Delivered ongoing education related to near misses, adverse event, sentinel events and RCA to staff. ● Provided ongoing education on handwashing to staff.