

**LONG-TERM CARE HOMES AND SERVICES DIVISION  
ACHIEVEMENT OF 2009 OPERATING OBJECTIVES  
WESBURN MANOR**

<b>Objective</b>	<b>Success</b>	<b>Indicators of Achievement</b>
1. Participate in WSIB pilot accreditation program.	Ongoing	<ul style="list-style-type: none"> <li>• Partnership commenced in June 2009.</li> <li>• Quarterly meetings are occurring with OSACH.</li> <li>• Documents/ standards are being completed and the Co-Chairs of the Joint Health and Safety participate.</li> </ul>
2. Promote culture of safety into all aspect of operations and further integrate resident/ worker safety matters into our culture	Ongoing	<ul style="list-style-type: none"> <li>• Co-Chairs JHSC have attended Divisional quarterly meetings.</li> <li>• Health and Safety Day was held in December 2009; high level of staff participation.</li> <li>• Monthly inspections are occurring.</li> <li>• A follow-up form was developed in December to ensure that changes are addressed and completed.</li> <li>• Safety became a standing item on the agenda of staff meetings and on the Residents' Council and Family Council meetings.</li> <li>• Falling Leaf Program continues to be evaluated ensuring the efficaciousness of reducing or mitigating falls.</li> </ul>
<b>Safety</b>		
3. Continue initiatives, development of systems to respond to Bullying in the Workplace at Wesburn Manor.	Achieved/ Ongoing          Not Achieved/ Ongoing	<ul style="list-style-type: none"> <li>• <i>Bullying in the Workplace</i> workshop was offered in February 2009.</li> <li>• The Staff Focus Group developed a brochure identifying the components of <i>Bullying in the Workplace</i> for staff.</li> <li>• A sub-committee is developing a process for initiating investigations for alleged bullying.</li> <li>• Committee meetings commenced in November 2009.</li> <li>• The program has not been evaluated by the Joint Health and Safety Committee; this will be completed in 2010.</li> <li>• <i>Violence in the Workplace</i> training sessions have not been scheduled; will occur in 2010.</li> </ul>
4. Ensure IPAC surveillance systems and tracking systems consistent with industry best practices.	Achieved	<ul style="list-style-type: none"> <li>• Staff attended pandemic planning meeting in November 2009.</li> <li>• There is an increase in Hand Sanitizer stations, December 2009. Hygiene audits have been completed, July 2009; as well PPE audits were completed in February, July and December.</li> <li>• Checklist for the RN-in-Charge for Outbreak Management was developed, July 2009. Binders for Outbreak Management were added</li> </ul>

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		<p>to each Nurses station, July 2009.</p> <ul style="list-style-type: none"> <li>• In-service for staff on practices for isolation when respiratory or enteric illnesses are suspected, July 2009.</li> <li>• Outbreak management carts have been relocated to the Clean Utility rooms; available when a resident requires isolation, July 2009.</li> </ul>
<b>Government Relations</b>		
5. Identify opportunities to increase involvement of local community.	Ongoing	<ul style="list-style-type: none"> <li>• The membership on Home Advisory continues to be an ongoing concern; members come and go.</li> <li>• The new membership book is helpful in orienting new participants.</li> </ul>
6. Increase linkages between committees/ departments in promotion of a more integrated quality management reporting system.	Achieved	<ul style="list-style-type: none"> <li>• Quality Improvement is a key in all department / committee meetings.</li> <li>• Policies and Procedures have been reviewed, January 2009.</li> <li>• Membership was reviewed; new members were added, January 2009. The times of the QI Site meetings changed to allow for a greater participation by nursing and other departments, January 2009.</li> </ul>
<b>Integrated Quality Management (Quality, Safety, Risk, Resource Utilization)</b>		
7. Participate in innovative opportunities as identified.	Ongoing	<ul style="list-style-type: none"> <li>• Solar Panel energy initiative commenced in March 2009. This is an ongoing project and will be completed in 2010.</li> <li>• Contractor Agreement for Workplace Safety was developed and will be implemented for all contract initiatives, November 2009.</li> </ul>
8. Integrate Accreditation Program into daily practice.	Achieved/ Ongoing	<ul style="list-style-type: none"> <li>• Staff, residents, volunteers and families participated in a successful accreditation, May 2009.</li> <li>• Nurse Managers attended Root Cause analysis workshop, October 2009.</li> </ul>
<b>Information Management &amp; Communication</b>		
9. Implement improved systems to promote greater efficiency and outcomes of information management.	Ongoing	<ul style="list-style-type: none"> <li>• Connection to HOBIC commenced in October; this project has been delayed; will be completed in 2010.</li> <li>• E-pen will be available to nursing, 2010.</li> <li>• Managers attended training in the ROPs and</li> </ul>

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		Funding inservice offered by the Ministry in December 2009.
<b>Resident Care &amp; Services</b>		
10. Look at opportunities to improve quality of life for residents of Wesburn Manor.	Achieved	<ul style="list-style-type: none"> <li>• The Programs and Services staff participated in the pilot project implementing the QUALID, a Satisfaction survey, for residents who are cognitively impaired, March 2009.</li> <li>• Divisional policies reflect the success of the pilot.</li> <li>• Implementation in all homes, January 2010.</li> </ul>
<b>Leadership &amp; Engagement</b>		
11. Participate in LTCHS initiatives related to MOHLTC/ LHIN activities, MoL/WSIB initiatives.	Ongoing	<ul style="list-style-type: none"> <li>• Role of Health and Safety Lead was successful. Inservices were offered and WSIB accreditation process was implemented, June 2009.</li> <li>• Membership on 5LHIN is ongoing.</li> <li>• Participation with the LHIN on Respite Planning, April 2009.</li> </ul>