



Kristus Darzs Latvian Home Management Report to Annual General Meeting for Year 2019 Executive Director: Lauma Stikuts

Resident Census

- As of December 31, 2019, the average age of the residents was 89.8. more than half of the residents fall in the 91 to 100-year-old category. The per centage of Latvian speaking residents fluctuates between 65 and 68 %. The average stay for residents is just over 3 years.

Outbreak

- KD was in respiratory outbreak from February 6 -February 19, 2019.

Quality Improvement

- **QIP indicators**

Each Long-Term Care Home must develop an annual Quality Improvement Plan (QIP), which is posted on a public website with Health Quality Ontario. In 2019 the areas the staff chose to focus on were:

- **Falls** – reduce the % of residents who have fallen by 3% by Q3 of 2019. (Baseline 19.3%; target 16.3%)
- **Infection Control** – by December 31, 2019, reduce the number of residents with respiratory and enteric symptoms by 50 % compared to baseline (Baseline 145; target 72)

KD met the targets and the successful interventions used to reach the targets continue to be part of day-to-day practice.

- **Ideas** – In the Fall of 2018, the Home took part in the IDEAS Advanced Learning Program. IDEAS, which stands for Improving & Driving Excellence Across Sectors, provides quality improvement training programs for Ontario's healthcare professionals. An interdisciplinary team, consisting of Director of Care, Registered Nurse, Activation Aide and Quality Lead, with the Executive Director as their sponsor, enrolled into the program.

As part of the Advanced Learning Program, the team chose to focus on improving Infection Control Practices in the Home. The project aimed to decrease the number of residents with respiratory and enteric symptoms. By engaging front line staff, the team identified critical points in the workflow in relation to the spread of infection.

To ensure that the efforts to minimize the spread of infection continued after the IDEAS project officially ended, the Quality Committee included infection control on our 2019-2020 Quality Improvement Plan and set an ambitious goal to reduce the incidences of respiratory and enteric symptoms among residents by 50 % compared to baseline. The team continued to apply the learnings from the IDEAS project and reached their goal by December 31, 2019.



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- **Resident / Family Satisfaction Surveys** Regulations mandate that Homes conduct an annual audit by means of a Family /Resident satisfaction survey. KD belongs to a support peer group of about 20 not-for-profit Homes known as the Alliance. All the Homes use the same survey so that benchmark against each other is possible. There are significant variables in the size and services provided within the membership, but the benchmarking is helpful.

The results from the survey are tabulated by a third party. Overall families were satisfied / very satisfied in most areas. About 30 residents, answered the survey with the assistance of a volunteer. The 30 residents assessed as capable of participating, completed the survey with the assistance of a volunteer. Residents were extremely satisfied with the laundry service, the cleanliness of the Home, the maintenance of the grounds as well as the choice and quality of the food. Resident satisfaction results in some areas were troublesome. The areas we scored lowest in were as follows:

- I receive updates about my health (54% sometimes/never, similar to 58% in 2017)
- My physician explains things to me in a way that I can understand (57% sometimes/never, the same both years)
- Mealtime is pleasurable (e.g., noise is controlled, I am offered choices, general atmosphere in the dining room (33% sometimes/never compared to 35% in 2017).
- Most concerns (5) in 2018 were regarding the Quality of care. Survey results show similar trend. I receive daily care that meets my needs (e.g., bathing, teeth/dentures brushed, toileting etc.) (40% sometimes/never compared with 23% in 2017)

Compliance

- Ministry of Health and Long-Term Care report dated January 25,2019 contained 4 written notifications, 2 Voluntary Plan of Correction and 1 Compliance Order. An Action Plan has been initiated to meet the compliance deadline of April 30th. reports for indicators and compliance reports can be found online:
<http://publicreporting.ltchomes.net/en-ca/default.aspx>
<https://yourhealthsystem.cihi.ca/hsp/indepth?lang=en#/>
- On March 4th 2019, a Ministry of Labour inspection was conducted March 4th 2019 to any potential identify environmental hazards affecting staff safety and to ensure protection for violence or harassment (resident or family to staff, staff to staff). There were no findings.
- Annual Fire Inspection report was conducted November 5th. 2019 and 4 minor deficiencies were identified. These included a malfunctioning door closure and some repairs needed on fire separations.

Building Projects 2019

- **The Sprinkler installation** was approved and installed. Third party inspectors approved sprinkler and fire panel however Fire inspectors wanted additional smoke alarms in the HVAC chutes. During the next phase the fire door alarms will be tied into the panel and the final phase will be to replace the heat detectors and tie them into the call bell system.



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- **The Call Bell system and phone system upgrades** were approved and installed. Management decided on Dial Tone Communications This system is transferrable, and the staff have a choice of handheld devices, portable phones or pagers. The generous donation from Daugavas Vanagi made this critical project possible.
- **Well and water quality oversight.** The company that has been responsible for the water quality oversight identified a potential risk with the integrity of the current well. A video scope was sent down and identified issues that needed to be addressed and it was agreed that drilling a new well would be a more economical. Once the well was drilled, the flow and quality of the water were tested, and results were good. The cost of the drilling was \$15,963.51.
The ground water around KD has a high mineral content which is corrosive and therefore causes significant wear and tear on treatment equipment. Immediate repairs were completed and a long-range plan for upgrades is underway.
- Two septic pumps failed and needed to be replaced. An overall assessment of the state of the septic equipment will be conducted.

LHIN- nursing service cutbacks

- The LHINS cut back on nursing supports including IV therapy and wounds support as well as equipment and supplies. The only area that will to be supported is Speech and Language Pathology. The Nurse Practitioner will support nursing staff where needed.
- **Short Stay/ Respite** – the license was renewed for 2020. Management gave notice that for 2021 that reservations should not be booked until the decision is made to determine if KD will apply to renew for 2021. Management is assessing if the service for the community outweighs the time required to process short stay applications, the effect of vacant days and last-minute cancellations.

Resident needs changing

- Current residents are aging, and some are experiencing declining health status. Since most admissions are from the priority crisis category residents tend to have either significant health issues or dementia. The shift in residents also requires a shift in services provided. With a more diverse cultural population there is focus on identifying staff who can communicate with the residents and help other staff understand the cultural customs and traditions. Residents with significant restlessness, wandering behaviors, hearing or visual impairments no longer benefit from the large group programs. Smaller group programming is critical as is one-on one visitation time.
- In the past program funding has been used to supplement the nursing envelope but this is becoming more difficult as the program staffing resources need to be stretched to meet the individual needs of the residents.



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Web site

Low to the Ground was retained to help create a website that could easily be updated and have a fresh look in preparation for redevelopment.

Personnel

- The Director of Care, Halya Lyznyk, resigned May 10, 2019 and Nida Roxas was appointed to the role.

CUPE collective agreement

- Bass Associates was retained to negotiate the collective agreement which expired December 2019. The monetary issues were not resolved when Bill 124 came into effect the Fall of 2019. The Bill restricts compensation at 1% for a 3-year term for all employees of municipal and not-for-profit long-term-care homes. In the past, legislation which froze, or capped wage increases did not include arbitration awards. This Bill includes arbitration awards and prevents bonuses for frozen wage rates or back loading compensation increases, following the 3-year term. Although the non-monetary issues had been agreed upon CUPE would not agree to Bill 124's guidelines and the collective agreement was sent to arbitration.
- Over the last couple of years, management had been trying to phase in wage increases for KD's non-union positions, who are critically underpaid compared to other LTC industry benchmarked salaries. The ministry funding for 2019 was not announced until mid-2019. Operations continued to be based on the 2018 budget until the funding was updated. Non-union staff would have had increases in the 2019 budget but since Bill 124 was retroactive to June 2019 their increases were capped to 1% for the next 3 years.

Contracts over \$20,000 in 2019:

Active Health Services Ltd.	\$ 84,900	Arjo Huntleigh Canada	\$ 26,868
Bell Canada	\$ 23,512	CUPE	\$ 46,949
Dial Tone Communications	\$158,102	Dr. Niedoba (Medical Director)	\$ 20,078
Enbridge	\$ 35,971	Envirosearch Operations Inc.	\$ 24,268
Great West Life Assurance Company	\$ 22,038	Healthcare Accounting	\$ 73,752
London Life Insurance Plan	\$ 37,981	Marsh Canada Limites	\$ 23,486
Medical Mart Supplies	\$110,254	Michele Searl	\$ 35,640
Mr. Janitorial Supplies	\$ 28,430	NHRIPP	\$122,565
Nutra Services Inc.	\$1,019,251	Onyx-Fire Protection	\$131,309
Point Click Care Technologies Inc.	\$ 21,922	Power Stream Inc.	\$100,265
Ryan Sapusak Snowplowing Inc.	\$ 39,998	Staff Relief Health Care Services	\$ 59,938
Sun Life Assurance Co. of Canada	\$272,340	Sunbright Linen Services Inc.	\$129,562
Sygnnet Systems Inc.	\$ 30,718		