

**Resident, Family, Friend and Responsible Party** **Newsletter – May ‘17**

Dear Strathmere Lodge residents, family members, friends/responsible parties:

1. **Annual Quality Improvement Plan: Apr. 1, 2017 to Mar. 31, 2018**



Last newsletter, I mentioned our Annual Quality Improvement Plan for the period April 1, 2016 to March 31, 2017. For this newsletter, a few words on our new Annual Quality Improvement Plan, for the period April 1, 2017 to March 31, 2018…

Provincial long term homes, hospitals and community care access centres (CCACs) are required to develop and submit an Annual Quality Improvement Plan to Health Quality Ontario (HQO), the provincial body mandated to lead Quality care and service delivery across the provincial health care system.

From a list of annual quality improvement “priorities” identified by HQO, we are required to select some quality improvement initiatives to work on annually. After reviewing comparative provincial data (from “CIHI” - the Canadian Institute for Health Information), and discussion at our Quality Improvement Committee (comprising staff, managers and resident/family representatives), we have selected the following three (3) Quality focus areas for the period April 1, 2017 to March 31, 2018:

1. Reducing our Hospital Emergency Department resident transfers, where care can be provided safely at the Lodge;
2. Reducing residents experiencing worsened pressure ulcers; and
3. Reducing resident falls.

Following recent Middlesex County Council approval of our Annual Quality Improvement Plan, our plan has been submitted to HQO, where it will be posted on HQO’s public reporting website. A copy of our plan is also posted internally on our Communication board, located near our main entrance.

1. **Director of Resident Care Appointment**

I am pleased to announce that Crystal Brooks has accepted the position of Director of Resident Care at Strathmere Lodge effective immediately.

Crystal has been in the Acting Director of Resident Care role since September 2015, during which time she has performed admirably.

Recently, we arrived at a position where we could fill the Director of Resident Care position on a permanent basis. We conducted an evaluation of qualified candidates after advertising the position provincially and inviting applications from interested parties. Our search to fill the Director of Resident Care position included an evaluation of external candidates, but Crystal stood out from the rest, and has consistently demonstrated her dedication to Strathmere Lodge and our residents and families.

Crystal started at Strathmere Lodge as a Nursing Assistant in 2000, and has held positions at Strathmere Lodge including Staff RN (Registered Nurse), RAI-MDS Coordinator and Nursing Coordinator.

Please join me in congratulating Crystal on her Director of Resident Care position appointment.

1. **Recreation Calendar / Important Events**



Please pick up and check out our monthly Recreation calendar (given to every individual resident, in addition to being available in each Resident Home Area, and on our website at: <https://www.middlesex.ca/departments/long-term-care/recreation>) for events that you may find of interest and would like to attend.

Our upcoming events for May (in the Rose Room):

1. Wednesday, May 3rd, 2:00pm – Bob Heywood entertains
2. Saturday, May 6th, 1:30pm – Joel Horvath will be performing
3. Tuesday, May 9th, 2:00pm – Performance by the Mocha Shrine Band
4. Friday, May 12th, 2:00pm – Mothers & Others Tea with Bernie Gilmore
5. Tuesday, May 23rd, 6:30pm – The Pierce Band performs
6. Friday, May 26th, 2:00pm – Happy Hour with Gary Boyle
7. **Health and Wellness Fair**



All residents, families/friends, volunteers and staff are invited to attend our Health and Wellness Fair, on Wednesday May 10th, 1:00pm-4:00pm (in the Rose Room).

Various booths will be set up displaying information and products/services promoting health and wellness.

1. **Specialized Foot Care**

At Strathmere Lodge, approximately 25% of residents require “specialized foot care service” delivered by health care practitioners with specialized foot care training. Typically, a significant number of long term care home residents require specialized foot care.

Specialized foot care is applicable to those who need on-going assessment of their feet related to circulation, swelling and the potential for ulcer development, and those who require treatment for such things as ingrown toenails and fungal and thick nails.

We discuss the need for specialized foot care with applicable residents/families.

Specialized foot care is not a provincially insured service. Up until now, we have been providing specialized foot care service via internal staff possessing the required training, and the fee has been $25 per visit. However, these staff frequently have to be pulled from booked foot care shifts to fill registered nursing staff floor shifts. This means that specialized foot care service provision can be delayed.

In an effort to remedy the above, we have opted to contract with an external foot care provider, which many long term care homes choose to do versus an in-house approach.

The change noted above will be implemented in May. With this change, the applicable fee noted above will increase by $2 per visit (specialized foot care is typically required every six (6) to eight (8) weeks).

1. **Family Council**



This group of involved and caring friends and family members meets on a regular basis to share information and discuss common issues. The next meeting is scheduled for Monday, May 8, 2017, at 1:30pm in the Conference Room upstairs.

All family and friends of residents of Strathmere Lodge are welcome to attend. No pre-registration is necessary.

Please contact Marcy Welch (ext. 226, or at mwelch@middlesex.ca) for more information.

Minutes of the most recent meeting are posted on the family information board in the Rose Room (near the Chapel), and previous minutes are available for review at our Reception desk.

**7. In Conclusion ….**



Please let me know if you would like to see certain issues addressed in future newsletter editions (contact me at 519-245-2520, ext. 222, or via email at: bkerwin@middlesex.ca).

Please share a copy of this newsletter with other family members and friends, or direct them to our website: <http://www.middlesex.ca/departments/long-term-care>

Electronic back copies of our newsletter can be found on our website. Hard copies are compiled in binders at both our Reception desk and the staff lounge, and are available for your review.

You can find additional copies of this newsletter edition on our Public Information Board in the main lobby (near the Chapel).

**Brent Kerwin,**

Administrator

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