

# Long-Term Care Quality Assessment - 2017

## Please Select Your Health Region:

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|--|--|--|
| <input type="checkbox"/> Athabasca       | <input type="checkbox"/> Five Hills              | <input type="checkbox"/> Heartland                 |
| <input type="checkbox"/> Cypress         | <input checked="" type="checkbox"/> Kelsey Trail | <input type="checkbox"/> Mamawetan Churchill River |
| <input type="checkbox"/> Keewatin Yatthe | <input type="checkbox"/> Prince Albert Parkland  | <input type="checkbox"/> Regina Qu'Appelle         |
| <input type="checkbox"/> Prairie North   | <input type="checkbox"/> Sun Country             | <input type="checkbox"/> Sunrise                   |
| <input type="checkbox"/> Saskatoon       |  |  |

**Facility Name**            Arborfield Health Centre  
**and Number:**            #73767

Date of visit (DD/MM/YYYY):    02/08/2017

Please list those from the RHA that attended:

Shane Merriman, CEO  
Kathy Meyer, Facility Administrator  
Terry DeMarsh, Executive Assistant  
3 family members  
3 residents

## Please describe what is working well as identified through your visit and discussions with residents and families:

- Meals are excellent
- Resident from another community likes it so much she would consider staying
- Activities are good and there are some evening activities and weekend activities
- Rooms are bigger than many places
- Have had a number of meals using the gazebo which is very much appreciated
- Appreciate this meeting
- Appreciate the health centre and hope that it remains viable
- Health centre and LTC are large employer for the community and they want to ensure it is known they want to keep it

## Please describe areas for improvement as identified through your visit and discussions with residents and families:

- Wonder guard door is staying locked longer than necessary but may have been adjusted since then
- Transportation is difficult – would be nice to share a vehicle with other small communities that may also not have a community handi-bus
- Activity/common area is small

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

### LTC ACTION PLAN

September 1, 2017

LTC Action	Impact	Detail	Lead	Target date
<b>Reinvestment of administration savings into LTC frontline</b>	Regionalize staffing per bed ratio in LTC nursing  Senior's Hoshin reviewing additional staffing that would be required for day program enhancement	<ul style="list-style-type: none"> <li>Review staffing and building layout – Pineview and Kelvindell Lodge believed to be priority</li> <li>Determine timeline for availability of administrative savings</li> </ul>	Director LTC  VP Corporate Services	On hold 2016  Target date TBD by Ministry
<b>Admission process</b>	To standardize process across the region, reducing the time to admit and the paperwork required	<ul style="list-style-type: none"> <li>Work continues</li> </ul>	Director QI & Patient Safety	December 2017
<b>Review of Activities program</b>	Activity options would be developed to meet residents' ability and needs.  Review available space for activities and plan appropriate.	<ul style="list-style-type: none"> <li>Focus from Senior Hoshin committee on mobility</li> <li>Involve therapies in activity program development with focus on increased physical and mental activity.</li> <li>Consider smaller group activities for residents with similar ability.</li> </ul>	VP Integrated Health Services	Start October 2017
<b>Increasing staff education</b>	Better understanding of care needs of the residents.  Improved interactions with residents.	<ul style="list-style-type: none"> <li>Learning modules on palliative care</li> <li>In-service regarding importance of oral care</li> <li>Swallowing testing completed within established target times</li> <li>Huddle reminders on interactions with residents</li> </ul>	Director Therapies  Director LTC	Calendar and action plan by November 2017
<b>Review outdoor space available for residents</b>	Increased opportunity for activities	<ul style="list-style-type: none"> <li>Facility team involving facility administrator, activities, building services</li> </ul>	Executive	Planning to occur for spring of 2018
<b>Review of CEO tour results</b>	To ensure that everyone is aware of results and actions to be taken.	<ul style="list-style-type: none"> <li>Include updates in internal communication</li> </ul>	Corporate Communications Officer	October 2017

**Note:** LTC Facility Administrators will follow-up on any site specific issues identified.

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| <input type="checkbox"/> Saskatoon       |  |  |

**Facility Name and Number:** Carrot River Health Centre  
#73755

Date of visit (DD/MM/YYYY): 02/08/2017

Please list those from the RHA that attended:

Shane Merriman, CEO  
Kathy Meyer, Facility Administrator  
Terry DeMarsh, Executive Assistant  
3 residents

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### Please describe what is working well as identified through your visit and discussions with residents and families:

- Court yard has been resurfaced and improvements have been made which are very nice
- Staff are very good to us
- There is a list of activities available for residents to choose from.
- Excellent care

### Please describe areas for improvement as identified through your visit and discussions with residents and families:

- Don't like when staff are complaining around the residents – residents don't want to feel like a burden
- How the staff are holding the cups when handing them out, holding them on the lip of the cup
- Rooms are very small

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| <input type="checkbox"/> Saskatoon       |  |  |

**Facility Name** Chateau Providence  
**and Number:** #73762

Date of visit (DD/MM/YYYY): 25/05/2017

Please list those from the RHA that attended:

Shane Merriman, CEO  
Louise Kosokowsky, Facility Administrator  
Terry DeMarsh, Executive Assistant  
2 family members  
1 resident

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## Please describe what is working well as identified through your visit and discussions with residents and families:

- Food is very good
- Staff is excellent
- This is really a special place

## Please describe areas for improvement as identified through your visit and discussions with residents and families:

- Need more activities for the few people that are still trying to keep their brains active
- Not enough physical activity available for those who are more active. Residents find they are gaining weight.
- Some residents could do more activity or more challenging activity. Lack of activity causes residents to become more sedentary
- Meals aren't always what the resident wishes to have
- Food is not quite what you would make at home

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| <input type="checkbox"/> Saskatoon       |  |  |

**Facility Name** Hudson Bay Healthcare Facility  
**and Number:** #73764

Date of visit (DD/MM/YYYY): 24/05/2017

Please list those from the RHA that attended:

Shane Merriman, CEO  
Margaret Miller, Facility Administrator  
Terry DeMarsh, Executive Assistant  
6 family members present

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Introduction and follow-up from last year.

### Please describe what is working well as identified through your visit and discussions with residents and families:

- Staff does a good job most of the time
- Staff have handled dementia well and have been very encouraging
- Rooms are very nice and large
- Court yard is very nice
- Like the day care program
- Happy with the attention paid to healthy diet for residents
- Communication from nursing regarding changes has been good

### Please describe areas for improvement as identified through your visit and discussions with residents and families:

- More visiting specialists would be an improvement
- Concern about not getting a bed in community of choice and having to go to another community
- The fee for personal care products could be reduced. There are times when the resident doesn't need all the items that are purchased.
- A few times that staff do not seem to be available – they are either on break or with another resident – family members all had an example
- Lack of physical activity for residents; families and residents notice a decline in their ability- i.e. legs seizing up
- There is no physio available
- Heating and cooling in building is an issue seems hard to control – either too hot or too cold
- Staffing levels remain a concern

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| <input type="checkbox"/> Saskatoon       |  |  |

**Facility Name** Kelvindell Lodge  
**and Number:** #73788

Date of visit (DD/MM/YYYY): 21/06/2017

Please list those from the RHA that attended:

Shane Merriman, CEO  
Tanya Neiszner, Nurse Manager  
Karri Franklin, Facility Administration  
Terry DeMarsh, Executive Assistant  
2 family members present  
2 residents

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## Please describe what is working well as identified through your visit and discussions with residents and families:

- Everything is good
- Always enough food
- Activities are good
- Very happy with homecare services and daycare program that allowed family member to stay at home as long as possible

## Please describe areas for improvement as identified through your visit and discussions with residents and families:

- Wish there were more plug ins in the common area
- Could always do more activities
- Would be nice to see more activities for the residents in the Dementia unit
- Could improve communication between staff and family. Not always aware of falls for example
- Resident went for x-ray and family wasn't aware. Communication between physician and family could improve

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| <input type="checkbox"/> Saskatoon       |  |  |

**Facility Name**            Newmarket Place  
**and Number:**            #73768

Date of visit (DD/MM/YYYY):    12/06/2017

Please list those from the RHA that attended:

Shane Merriman, CEO  
Ronda Donald, Facility Administrator  
Terry DeMarsh, Executive Assistant  
4 family members  
1 resident

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### Please describe what is working well as identified through your visit and discussions with residents and families:

- Very happy with care and that someone can take care of spouse
- Most staff members are great
- Care is great and issues are dealt with quickly

### Please describe areas for improvement as identified through your visit and discussions with residents and families:

- The time between call for meal and the actual meal time is long and then there is too much time sitting and waiting
- Believe there should be more staff
- Wish to go outside more, would like to go alone. Feel like a prisoner
- Feel rushed with staff
- Volunteer organization would be helpful – our current volunteer group is getting elderly

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| <input type="checkbox"/> Saskatoon       |  |  |

**Facility Name** Parkland Place  
**and Number:** #73761

Date of visit (DD/MM/YYYY): 25/05/2017

Please list those from the RHA that attended:

Shane Merriman, CEO  
Lori Hinz, Facility Administrator  
Lisa Major, Director LTC  
Pam McKay, VP Integrated Services  
Chad Skjerpen, Support Services Manager  
Angie Phillips, Confidential Secretary  
Terry DeMarsh, Executive Assistant  
5 family members  
3 residents

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## Please describe what is working well as identified through your visit and discussions with residents and families:

- Staff is very attentive
- No complaints
- Most staff are very good
- We (Residents) learn to be patient
- 95% of staff are priceless

## Please describe areas for improvement as identified through your visit and discussions with residents and families:

- Maintenance requests have delayed response at times
- Some staff are different
- Personal laundry sometimes gets mixed up/lost
- Concern with heating and cooling
- Cool air comes in around the windows
- Family concerned that staffing through the night does not seem to be sufficient

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| <input type="checkbox"/> Saskatoon       |  |  |

**Facility Name** Pineview Lodge  
**and Number:** #73765

Date of visit (DD/MM/YYYY): 26/06/2017

Please list those from the RHA that attended:

Shane Merriman, CEO  
Kellie Stroeder, Facility Administrator  
Angela Chadek, Nurse Manager  
Terry DeMarsh, Executive Assistant  
6 family members  
2 residents

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### Please describe what is working well as identified through your visit and discussions with residents and families:

- Food is very good.
- Staff is excellent and accommodating.
- The facility is very clean and safe.
- Believe the care is very good – resident's wound was taken very good care of
- Activities are good and residents seem to enjoy
- Bingo is a favorite activity

### Please describe areas for improvement as identified through your visit and discussions with residents and families:

- taking residents to church even when they are not interested.
- Residents get a bath once a week and sometimes the resident is cold coming out – no towel around them, water cool
- Not enough therapy
- A bit annoying that residents' families have to sign a security tag or find someone to let them through the doors to access the hospital – cafeteria for example (NOTE: Rational for safety & security discussed)

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

### LTC ACTION PLAN

September 1, 2017

LTC Action	Impact	Detail	Lead	Target date
<b>Reinvestment of administration savings into LTC frontline</b>	Regionalize staffing per bed ratio in LTC nursing  Senior's Hoshin reviewing additional staffing that would be required for day program enhancement	<ul style="list-style-type: none"> <li>Review staffing and building layout – Pineview and Kelvindell Lodge believed to be priority</li> <li>Determine timeline for availability of administrative savings</li> </ul>	Director LTC  VP Corporate Services	On hold 2016  Target date TBD by Ministry
<b>Admission process</b>	To standardize process across the region, reducing the time to admit and the paperwork required	<ul style="list-style-type: none"> <li>Work continues</li> </ul>	Director QI & Patient Safety	December 2017
<b>Review of Activities program</b>	Activity options would be developed to meet residents' ability and needs.  Review available space for activities and plan appropriate.	<ul style="list-style-type: none"> <li>Focus from Senior Hoshin committee on mobility</li> <li>Involve therapies in activity program development with focus on increased physical and mental activity.</li> <li>Consider smaller group activities for residents with similar ability.</li> </ul>	VP Integrated Health Services	Start October 2017
<b>Increasing staff education</b>	Better understanding of care needs of the residents.  Improved interactions with residents.	<ul style="list-style-type: none"> <li>Learning modules on palliative care</li> <li>In-service regarding importance of oral care</li> <li>Swallowing testing completed within established target times</li> <li>Huddle reminders on interactions with residents</li> </ul>	Director Therapies  Director LTC	Calendar and action plan by November 2017
<b>Review outdoor space available for residents</b>	Increased opportunity for activities	<ul style="list-style-type: none"> <li>Facility team involving facility administrator, activities, building services</li> </ul>	Executive	Planning to occur for spring of 2018
<b>Review of CEO tour results</b>	To ensure that everyone is aware of results and actions to be taken.	<ul style="list-style-type: none"> <li>Include updates in internal communication</li> </ul>	Corporate Communications Officer	October 2017

**Note:** LTC Facility Administrators will follow-up on any site specific issues identified.



# Long-Term Care Quality Assessment - 2017

## Please Select Your Health Region:

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Athabasca       | <input type="checkbox"/> Five Hills              | <input type="checkbox"/> Heartland                 |
| <input type="checkbox"/> Cypress         | <input checked="" type="checkbox"/> Kelsey Trail | <input type="checkbox"/> Mamawetan Churchill River |
| <input type="checkbox"/> Keewatin Yatthe | <input type="checkbox"/> Prince Albert Parkland  | <input type="checkbox"/> Regina Qu'Appelle         |
| <input type="checkbox"/> Prairie North   | <input type="checkbox"/> Sun Country             | <input type="checkbox"/> Sunrise                   |
| <input type="checkbox"/> Saskatoon       |  |  |

**Facility Name and Number:** Red Deer Nursing Home  
#73765

Date of visit (DD/MM/YYYY): 21-07-2017

Please list those from the RHA that attended:

Shane Merriman, CEO  
Anita Watt, Case Manager  
Chris Pohl, Facility Administrator  
Terry DeMarsh, Executive Assistant  
4 residents

## Please describe what is working well as identified through the facility visit and discussions with residents and families:

- Like the manicure days at activities
- Care is good

## Please describe areas for improvement as identified through the facility visit and discussions with residents and families:

- Trouble utilizing the toilet due to space and where the pole is in the room
- Weeds in court yard could be cleaned up – the residents appreciate nice grounds and are willing to participate if able to make things nice
- Food concerns – request more variety
- Sometimes there is no one in activities – FA confirmed that a new coordinator is starting at the end of June
- Concern over resident coming into other residents' room un-invited
- Would like more therapy services and find this frustrating
- Staff don't have time to help with therapy or to go for walks

Please describe how this the information gathered in this visit will be incorporated into your overall efforts to improve quality of care for residents and staff in long-term care:

### LTC ACTION PLAN

**September 1, 2017**

LTC Action	Impact	Detail	Lead	Target date
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<b>Increasing staff education</b>	Better understanding of care needs of the residents.  Improved interactions with residents.	<ul style="list-style-type: none"> <li>Learning modules on palliative care</li> <li>In-service regarding importance of oral care</li> <li>Swallowing testing completed within established target times</li> <li>Huddle reminders on interactions with residents</li> </ul>	Director Therapies  Director LTC	Calendar and action plan by November 2017
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**Note:** LTC Facility Administrators will follow-up on any site specific issues identified.