

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 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 checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **BETHANY PIONEER VILLAGE (Middle Lake)**
and Number: 73795
Demographics: Affiliated with (but not owned and operated by) Saskatoon Health Region
36 Long Term Care beds
Age of Building: 32 years

Date of visit (DD/MM/YYYY): 30/03/2017

Please list those from the RHA that attended:

Rod MacKenzie, Director, Seniors' Health & Continuing Care

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

- Bethany Pioneer Village is a picturesque long-term care home located in rural Saskatchewan that will be celebrating its 60th anniversary this fall (October 2017).
- The home is kept in meticulous condition – with shiny floors, clean surfaces and in excellent repair.- providing a warm and inviting atmosphere for residents, their families, staff and guests.
- There is a strong sense of community in the Home, especially when a new resident is welcomed, creating a mini reunion and a 'neighbours caring for neighbours' culture.
- Bethany Pioneer Village is co-located with assisted living homes, creating a safe environment for seniors to age in the community and eventually transition smoothly into long-term care when the time comes.
- Bethany Pioneer Village is supported by dental services, allowing residents to easily access oral care and greatly improve their oral hygiene, which directly impacts their quality of life.
- The leadership and care teams are currently exploring implementation of the Emotional Intelligence Theory, which will encourage staff to recognize, understand and manage their own emotions, in order to contribute to improving the overall morale of the Home.

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

- There are an increasing number of residents requiring multifaceted care. Complexity of care needs continue to rise for individual residents impacting staff ability to respond to effectively to address all residents care needs in the home.
- Bethany Pioneer Village faces further challenges accessing services such as physical and occupational therapy given their smaller, remote location. An occupational therapist from Humboldt visits the Home bi-weekly. However, additional therapy options could allow staff to better meet the increased physiotherapy needs of residents.

Please describe how 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:

- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff. Current initiatives include the development of plans to manage and, more importantly, prevent pressure ulcers in residents and to decrease the number of injurious falls. Additionally, a toolkit is being developed that will assist managers to work with their teams to decrease staff shoulder and back injuries.

- SHCC and Bethany Pioneer Village will continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely and accurate.



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

Facility Name: **CENTRAL HAVEN SPECIAL CARE HOME (Saskatoon)**
and Number: 43799
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
60 Long Term Care Beds
Age of Building: 41 years

Date of visit (DD/MM/YYYY): 05/06/2017

Please list those from the RHA that attended:

Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- Central Haven Special Care Home (Central Haven) achieved a high level of satisfaction in recent results from the Eden Warmth Survey.
- Families and staff are closely involved in the activities and events that take place in the Home.
- Strong leadership has resulted in a closeness of community and family-oriented environment.
- As part of the Eden Philosophy, staff are permanently assigned to neighbourhoods and form close relationships with residents and their families. An example of this is staff members volunteering their time every Sunday to take residents to church.
- The staff at Central Haven have created a culture of empowering one another and engaging in all aspects of the Home's operations and extracurricular activities has been a positive result. Activities such as putting up seasonal displays, caring for pets and sewing new curtains are all examples of tasks taken on by the team, as opposed to being assigned to individuals.
- Three residents from Central Haven moved back into their own home in the community in the past year. These individuals were able to increase their strength and independence enough during their short stay in the Home to have the opportunity to move out of long-term care.
- Central Haven has partnerships with various sectors of the community, including a partnership with a local florist who sends fresh flowers weekly. A family member comes in each week to arrange and place the flowers throughout the home, which residents very much enjoy.
- Upgrades to Central Haven are ongoing. The upgrades include new flooring in each of the resident's rooms, comfortable and quiet resting places with a new set of chairs, a small table and a lamp in a space at the end of the hallway. These upgrades have been well received and have created a quiet haven for residents and their families to relax.
- Additionally, fifteen beds were purchased in 2017 with funding provided by Saskatoon Health Region.
- Central Haven completed Milestone 3 of the Eden Certification and has been working on Level 4 since March 2017.

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

- Central Haven is an old building that could benefit from exploring additional fundraising opportunities to address maintenance needs, including a new heating system and replacement of all windows.
- An outdoor patio is not currently being utilized fully due to a slope in the walkway and the potential risk this imposes to residents. Plans are currently being developed to make the necessary improvements.
- Complexity of care needs continue to rise for individual residents, impacting staff ability to respond effectively to address all residents care needs in the home. Additionally, documentation requirements, such as the Minimum Data Set (MDS) assessments and documentation, require staff time that could otherwise be

spent with the residents.

Please describe how 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:

- Central Haven will continue to work on the action plan that had been developed from the Eden Warmth Survey. Areas of focus include improved communication between staff and families.
- Seniors' Health and Continuing Care (SHCC) Quality and Safety Committee is currently reviewing the process of MDS assessments. Their recommendation is for the Ministry to implement the new version of MDS, which would result in a decrease of human resources and improvements to the process of assessment.
- SHCC and Central Haven will continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely and accurate.



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

Facility Name: **CENTRAL PARKLAND LODGE (Lanigan)**
and Number: 73791
Demographics: Owned & Operated by Saskatoon Health Region
34 LTC beds + 1 respite
Acute Care has 6 beds designated for LTC
Age of Home: 45 years

Date of visit (DD/MM/YYYY): 13/03/2017

Please list those from the RHA that attended:

Rod MacKenzie, Director, Seniors' Health & Continuing Care

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

- Central Parkland Lodge has an excellent working relationship with local physicians, resulting in timely access to physician care and allowing staff to quickly address the residents' ever-changing needs.
- Relaxed breakfasts are now offered to residents, allowing them to sleep as long as they like and awaken when they are ready to enjoy their meal. This has been very well received by residents and their families.
- The management structure at the Home has recently changed as a result of the Site Leader for Central Parkland Lodge and Lanigan Hospital taking on the added responsibility of Home Care for the area. This evolution has improved the continuum of care for the community, in addition to creating a stronger connection between the Home and care team at Home Care, allowing acute care and long-term care to working more closely together in anticipating resident needs.
- Central Parkland Lodge residents shared their contentment in the level of care they are receiving and acknowledged their exceptional care team during the site visit.

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

- Central Parkland Lodge practices the Purposeful Interactions Philosophy and has experienced success relating enhanced experience to their recipients of long term care. The Home will continue to encourage staff to make meaningful connections with residents and offer opportunities for growth in this philosophy.
- The organizational structure of long-term care and acute care does not allow great opportunity for care team members to crossover from one area to the other, creating challenges in providing care and the ability to share staff. Additional human resource strategies and integration of care could allow could allow Central Parkland Lodge to better meet the needs of their residents and staff.
- Recruitment, retention and staff scheduling challenges are ongoing. Recruitment of registered nurses, licensed practical nurses and cooks pose the greatest challenge.
- Central Park Lodge currently has very limited access to wireless technology. Residents and their families have shared their strong desire to have wireless access available throughout the Home, to allow residents and their families a modernized means of communicating with one another, including the regular use of FaceTime and social media.
- Central Parkland Lodge would like to explore opportunities for improved access to community day programs.

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:

- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff. Current initiatives include the development of plans to manage and prevent pressure ulcers in residents and to decrease the number of injurious falls. A toolkit is being developed that will assist managers to work with their teams to decrease staff shoulder and back injuries.
- SHCC and Central Parkland Lodge will continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely and accurate.
- Saskatoon Health Region will continue to monitor the management structure to ensure that community needs and expectations are being met.



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

Facility Name: **CIRCLE DRIVE SPECIAL CARE HOME (Saskatoon)**
and Number: 73817
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
53 Long Term Care Beds
Age of Building: 33 years

Date of visit (DD/MM/YYYY): 29/03/2017

Please list those from the RHA that attended:

Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- Circle Drive Special Care Home (Circle Drive) practices the Purposeful Interactions Philosophy and has incorporated it into their orientation and mentoring for new staff, for increased focus on safety and enhanced experience for recipients of long term care. Staff are encouraged to make connections with residents and shift their focus from task-orientated care to spontaneous interactions to building relationships.
- Circle Drive has high standards for environmental cleaning and hand hygiene, and has not had an infectious disease outbreak for five years.
- Circle Drive recently purchased a new piano and sound system through grant funding, which has been very well received by residents and families.
- Additionally, two sit-stand lifts were purchased in 2017 with funding provided by Saskatoon Health Region.

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

- The Resident and Family Council meets regularly and is actively involved in the activities and events that take place in the Home. Their primary focus is identifying and creating opportunities for improvement, including planning more activities for residents on the weekends and attracting more staff for the Home.
- Staff at Circle Drive have highlighted the need for expert palliative care resources and support, to better meet the growing need to provide care to complex palliative care residents at the Home.
- The Nurse Call and phone systems are in need of repair and replacement.
- Though Circle Drive has not had an infectious disease outbreak in five years, there are an increasing number of residents requiring isolation, including those with infectious disease such as influenza or with an antibiotic resistant organism such as Methycillin Resistant Staphylococcus Aureus (MRSA), which impacts the residents, as well as human and financial resources. There is opportunity to explore, with our acute care colleagues, strategies to decrease the number of patients who acquire an antibiotic-resistant organism in hospital prior to moving into a long term care home.
- The addition of Community Paramedicine support to long-term care homes has provided a great opportunity to decrease transfers. Furthering this initiative would be helpful in looking at opportunities to assess and treat minor injuries in the home.

Please describe how 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:

- Upgrades and improvements to Circle Drive are ongoing, as identified by the Resident and Family Council.
- E-health is currently leading a provincial review and development of a plan for Nurse Call Systems. The

- nurse call system needs of Circle Drive will be prioritized along with other needs across the province.
- Saskatoon Health Region (SHR) continues to explore opportunities across the health sector to improve management of patients and residents with infectious organisms with an overall goal of decreasing the need for isolation and outbreaks and ensuring better care and health for our population.
 - SHR continues to seek opportunities to increase support to individuals in the community.



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

Facility Name: **CUDWORTH NURSING HOME/HEALTH CENTRE (Cudworth)**
and Number: 23753
Demographics: Owned & Operated by Saskatoon Health Region
29 LTC beds + 3 respite
Age of Home: 49 years

Date of visit (DD/MM/YYYY): 31/05/2017

Please list those from the RHA that attended:

Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- Cudworth Nursing Home is a quiet, peaceful home that has compassionate staff dedicated to delivering personalized care to the residents.
- The Home's site leader and care team members engage daily in morning huddles, to share successes and discuss resident needs. The Home also has a very active recreation program, which the residents enjoy and fully use.
- Cudworth Nursing Home is nearing 50 years old, yet the renovations, maintenance and housekeeping give it a much newer feel, especially the outdoor courtyard, which serves as a beautiful space for the residents, their families and staff to enjoy their time with one another.
- Cudworth Nursing Home has the longest running Community Health Council in Saskatoon Health Region. It meets regularly to discuss ways in which to improve the overall health of community members and has a strong focus on improving the health of the senior population.
- The Resident and Family Advisory Committee meets quarterly and is actively involved at the Home.
- The management structure at Cudworth Nursing Home has recently changed as a result of the Site Leader taking on the added responsibility of Home Care for the area. This evolution has improved the continuum of care for the community, in addition to creating a stronger connection between the Home and care team at Home Care, allowing acute care and long-term care to working more closely together in anticipating resident needs.
- Cudworth has excellent perimeter security, helping to ensure the safety of vulnerable residents.
- The new lab courier service for rural areas has been successful in providing a better turn-around time for samples.

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

- Complexity of care needs continue to rise for individual residents impacting staffs ability to respond to effectively to address all residents care needs in the home.
- We continue to work with Saskatoon Health Region on seeking recruitment strategy opportunities for rural long-term care homes.
- Cudworth Nursing Home is an old building that requires ongoing maintenance and repairs, including a new phone system as the current system is obsolete, new beds for the residents and lever style doorknobs as many of the residents are having trouble using a round doorknob design.

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:

- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff. Current initiatives include the development of plans to manage and prevent pressure ulcers in residents and to decrease the number of injurious falls. A toolkit is being developed that will assist managers to work with their teams to decrease staff shoulder and back injuries.
- SHCC will continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely and accurate.
- Saskatoon Health Region will continue to monitor the management restructuring to help ensure that community needs are being met.
- Saskatoon Health Region will work with its Facilities Management department to explore the level of support available to address the Home's operational needs, in particular, a new telephone system.



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

Facility Name: **EXTENDICARE SPECIAL CARE HOME (Saskatoon)**
and Number: 73803
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
82 Long Term Care Beds
Age of Building: 54 years

Date of visit (DD/MM/YYYY): 18/05/2017

Please list those from the RHA that attended:

Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- Extendicare Special Care Home (Extendicare) recently hired several new staff, which has been beneficial to ensure daily operations in the home.
- The Community Paramedicine program has been very beneficial, allowing residents to receive care in their Home rather than having to be transported to the Emergency Department for assessment and minor treatments.
- 31 mattresses were purchased in 2017 with the funding provided by Saskatoon Health Region.

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

- There are an increasing number of residents requiring multifaceted care. Complexity of care needs continue to rise for individual residents impacting staff ability to respond to effectively to address all residents care needs in the home.
- An aging workforce has resulted in a decline in physical health and strength to manage the increasing needs of the residents. Succession planning will be critical in the coming years.
- Extendicare has been unable to maintain high occupancy rates for many months. Staff at Extendicare and Saskatoon Health Region have developed a strategic action plan to increase and maintain occupancy rates moving forward.

Please describe how 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:

- The Community Paramedicine Program is currently available 12 hours per day. Enhancements to this program could allow residents to receive a higher level of onsite care.
- Seniors' Health and Continuing Care (SHCC) and Client Patient Access Service (CPAS) will continue to work with the Extendicare team to improve processes that will support Extendicare maintaining full occupancy. Extendicare Administration will ensure that the staffing complement and processes in the Home support this same goal.



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

Facility Name: **GOLDEN ACRES (Wynyard)**
and Number: **73787**
Demographics: **Owned & Operated by Saskatoon Health Region**
57 Long Term Care beds plus 2 respite
Age of Golden Acres: 16 years

Date of visit (DD/MM/YYYY): **23/08/2017**

Please list those from the RHA that attended:

Diane Shendruk, Vice-President, Integrated Health Services
Rod MacKenzie and Karen Levesque, Directors, Seniors' Health & Continuing Care

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

- Golden Acres is a modern home with an innovative design consisting of four neighbourhoods, each with their own kitchen, living room and dining areas, which allows the 57 residents, their families and staff the opportunity to interact with one another in a comfortable and collaborative environment.
- The Home also has a secure neighbourhood designed especially for dementia residents with enhanced safety precautions and security measures in place.
- Golden Acres residents and families appreciate the challenges facing the Home as a rural long-term care facility, including staffing shortages at times due to illness, but are overall very happy with the high caliber of care that the residents receive.
- Strong leadership has resulted in outstanding internal communication and willingness for staff to share their ideas and recognize areas for improvement in an honest and open environment.
- The staff of Golden Acres has done tremendous fundraising work to enhance the courtyard area, a beautiful and dementia friendly space enjoyed by residents, their families and guests alike, especially during the warm summer months.
- The Resident and Family Council is actively involved in planning events in the Home that focus on identifying and creating opportunities to improve the quality of life for residents.
- Golden Acres continues to progress in improving resident safety through correct measures such as eliminating the dangers of entrapment surrounding bed side rails.

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

- Golden Acres practices the Purposeful Interactions Philosophy which enhances the experience for recipients of long term care. The staff could benefit from a refresher course on the philosophy, encouraging them to make even stronger connections with residents and shift their current focus from task orientated care to spontaneous interactions based on building relationships.
- Complexity of care needs continue to rise for individual residents impacting staffs ability to respond to effectively to address all residents care needs in the home.
- Staff recruitment and retention is an ongoing challenge, as it is in many rural long-term care homes in Saskatoon Health Region.
- The implementation of a cellular model has been well received in the Home. Continuous improvements for service delivery are ongoing with a fairly new model such as this, including having management support to account for various scheduled and unforeseen leave plans.
- The organizational structure of acute care and long-term care does not allow great opportunity for cross over from one area to the other. Integration of care teams with streamlined and complimentary processes could

better meet the needs of resident in improving coordinated care.

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:

- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff. Current initiatives include the development of plans to manage prevent pressure ulcers in residents and to decrease the number of injurious falls. A toolkit is being developed that will assist managers to work with their teams to decrease staff shoulder and back injuries.
- SHCC will continue to work with Saskatoon Health Region Human Resources to develop a rural recruitment and retention strategy.
- Saskatoon Health Region will continue to monitor the management structure to ensure that community needs and expectations are being met.
- Saskatoon Health Region will continue to explore opportunities to better integrate acute care with long-term care in order to improve staff availability, streamline process and achieve a higher level of care for residents.



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

Facility Name: **GOODWILL MANOR (Duck Lake)**
and Number: 73751
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
29 Long Term Care Beds plus 1 Respite Bed
Age of Building: 31 years

Date of visit (DD/MM/YYYY): 24/03/2017

Please list those from the RHA that attended:

Rod MacKenzie, Director, Seniors' Health & Continuing Care

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

- Goodwill Manor is a long-term care home where the staff is dedicated and committed to making their residents the focus of everything they do. Interactions between residents, their families and staff are meaningful and care is personalized to meet the ever-changing needs of the residents.
- The quality and variety of home cooked meals is appreciated by the residents.
- The Home has strong support from the local board and decisions are made with the residents in mind.
- Board members are proud to say that along with new leadership in the Home, they are experiencing improved morale.
- Goodwill Manor recently launched Purposeful Interactions Philosophy which enhances the experience for recipients of long term care. Staff are encouraged to make connections with residents and shift their focus from task-orientated care to spontaneous interactions based on building relationships that bring the residents comfort and peace.
- Goodwill Manor installed wireless technology and the residents so families have modernized means of communicating with their loved ones regularly, through use of FaceTime and social media to stay connected.
- A new water softener has been purchased and installed in the Home. Additionally, renovations to the med room and kitchen are now complete.
- Goodwill Manor successfully recruited a Red Seal Cook, who has been very well received by residents and staff alike, and is currently working with a Saskatoon Health Region dietician to ensure that all nutritional needs of the residents are being met.

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

- We continue to work with Saskatoon Health Region on seeking recruitment strategy opportunities for rural long-term care homes.
- Goodwill Manor board members and site leader have identified many opportunities for improvement, including shingles to address leaks, plumbing upgrades, replacement of carpets and cloth furniture coverings to address Infection Prevention and Control issues, exterior upgrades to the parking lot, sidewalks, curbs and lighting, increased storage space, increased number of resident ceiling track lifts and phone system and call system enhancements to facilitate staff-to-staff communication.
- Goodwill Manor could further benefit from a modernization and revitalization of its interior in terms of new paint throughout the Home. Painting will commence once names for the new neighbourhoods have been chosen and the Home is currently hosting a contest to select the new names.
- There are an increasing number of residents requiring multifaceted care. Complexity of care needs continue to rise for individual residents which impacts the ability of staff to respond to effectively to address all residents care needs in the home.

- Goodwill Manor could greatly benefit from a new WanderGuard system, which would help to ensure the safety of all residents and in particular, vulnerable residents who are at risk of elopement.

Please describe how 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.

- Saskatoon Health Region will work with its Facilities Management department to develop a multi-year strategic plan for critical structural repairs.
- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff. Current initiatives include the development of plans to manage prevent pressure ulcers in residents and to decrease the number of injurious falls. A toolkit is being developed that will assist managers to work with their teams to decrease staff shoulder and back injuries.
- SHCC will continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely and accurate.
- Saskatoon Health Region will continue to work with Goodwill Manor to seek opportunities to improve building security so that at-risk residents cannot leave the building undetected.



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

Facility Name: **LAKEVIEW PIONEER LODGE (Wakaw)**
and Number: 73754
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
45 Long Term Care beds plus 1 respite (palliative care) room
Age of Building: 59 years

Date of visit (DD/MM/YYYY): 31/05/2017

Please list those from the RHA that attended:

Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- Lakeview Pioneer Lodge (Lakeview) continues to practice a relationship-centred care philosophy. The staff strive to understand each resident, including where he or she came from and what his or her needs and desires are, in order to foster strong and meaningful relationships.
- Residents are well cared for and are treated with the dignity and the utmost respect. This relationship building is the key to delivering exceptional client and family centered care.
- Lakeview's Site Leader empowers staff to identify opportunities, problem solve and make decisions in the moment through an open-door policy. This ability to create awareness and seek opportunities for improvement has created a culture of ownership and responsibility with all staff, ultimately improving the quality of care for residents.
- The Resident and Family Council is actively involved in gathering and implementing ideas for Lakeview's Strategic Planning Committee, which is a successful collaborative approach in introducing positive change and creating opportunities to improve the quality of life for residents. The Strategic Planning Committee includes representation from residents and families, staff, administration, the community and the Board.
- Lakeview holds regular Care Conferences with residents and their families, designed to ensure that care plans are current and all resident needs are being met.
- Lakeview installed a new Nurse Call integrated phone system, which has greatly improved the communication between residents and care team members through better coordination among staff and the ability to track response time data to assist with quality improvement.
- Ceiling track lifts were purchased in 2017 with funding provided by Saskatoon Health Region. Having these lifts available to residents ensures safety and is beneficial to both residents and staff, in addition to reducing Worker's Compensation Board premiums for the Home.

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

- The Home would like to explore ways to better integrate with the local Collaborative Emergency Centre.
- Security of residents living with dementia at Lakeview would benefit from a secure area that is safe and reduces the risk of elopement.
- Lakeview currently has very limited access to wireless technology. Residents and their families have shared their strong desire to have wireless access available throughout the Home, to allow residents and their families a modernized means of communicating with one another, including the regular use of FaceTime and social media.
- Lakeview Pioneer Lodge is a dated building that is beginning to show its age in terms of its design and structure. As a result, continual work and cosmetic upgrades are required in order to extend the life of the building.

Please describe how 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.

- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff. Current initiatives include the development of plans to manage and, more importantly, prevent pressure ulcers in residents and to decrease the number of injurious falls. Additionally, a toolkit is being developed that will assist managers to work with their teams to decrease staff shoulder and back injuries.
- SHCC will work with Saskatoon Health Region's Capital and Facilities Management department to explore the levels of support available to address the Home's structural needs in order to help extend the life of the building.
- Saskatoon Health Region will continue to work with Lakeview to seek opportunities for security improvements to ensure at-risk residents cannot leave the building undetected.



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 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 checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **LAST MOUNTAIN PIONEER HOME (Strasbourg)**
and Number: 73792

Demographics: Owned & Operated by Saskatoon Health Region
38 LTC beds + 1 respite
Age of Building: 53 years

Date of visit (DD/MM/YYYY): 08/06/2017

Please list those from the RHA that attended:

Diane Shendruk, Vice-President, Integrated Health Services
Rod MacKenzie & Karen Levesque, Directors, Seniors' Health & Continuing Care

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

- Last Mountain Pioneer Home (Last Mountain) has been providing outstanding care for seniors in the community of Strasbourg for 50 years. The Home provides care to 38 long-term care residents in a relaxed, caring atmosphere and a culture where residents and their family feel welcome and safe.
- Last Mountain is well maintained with an immaculate outdoor garden where residents, their families, guests and staff enjoy spending their time relaxing and visiting. The Home's activity worker frequently organizes event in the outdoor garden to take advantage of the beautiful space, which also has a view of a playground for the residents to enjoy watching neighbourhood children play.
- The activity worker at Last Mountain has a very special bond with residents, creatively designing activities that are engaging, inspiring and very much appreciated by the residents and their families.
- The WanderGuard system at Last Mountain ensures the safety of vulnerable residents who are at risk of elopement.
- The Resident and Family Council is actively involved in planning events in the Home that focus on identifying and creating opportunities to improve the quality of life for residents.

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

- Last Mountain is very well maintained; however, it is a dated building that is beginning to show its age in terms of its design and feel. There are opportunities to improve the appearance of the Home, through minor upgrades including eliminating the appearance of exposed pipes for the fire suppression system.
- Staff recruitment and retention is a challenge in Strasbourg, as it is in many rural long-term care homes.
- There are an increasing number of residents requiring multifaceted care and complex care. This impacts staff ability to respond to effectively to address all resident care needs in the home.
- With an increase in the number of bariatric residents who live in long term care homes, it is necessary to explore alternative care models to meet Occupational Health and Safety requirements.
- The Site Leader indicated a strong desire to integrate the nurse call system and telephone system into the equipment upgrades being made in the Home.
- The management structure at the Home has recently changed and one Site Leader will now provide direction and oversight to both Last Mountain and Nokomis Health Centre. Continuous improvements for service delivery are ongoing including having management support to account for various scheduled and unforeseen leave plans, and these evolutions will help improve the continuum of care for the communities and residents they serve.

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.

- Seniors' Health and Continuing Care (SHCC) will work with Saskatoon Health Region's Capital and Facilities Management department to explore the levels of support available to address the Home's physical appearances and structural needs, including opportunities to improve the appearance of the fire suppression system.
- The newly implemented Quality and Safety Committee in SHCC has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff, such as development of plans to manage and prevent pressure ulcers in residents and to decrease the number of injurious falls. A toolkit, also under developed in many other homes, will assist managers to work with their teams to decrease staff shoulder and back injuries.
- SHCC will continue to work with Saskatoon Health Region Human Resources to develop a rural recruitment and retention strategy.
- SHCC will examine the current staffing model to address and support the increasing bariatric population.
- Saskatoon Health Region will continue to monitor the management restructuring to help ensure that resident, family and staff needs are being met.



Long-Term Care Quality Assessment - 2017

Please Select Your Health Region:

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| <input type="checkbox"/> Cypress | <input type="checkbox"/> Kelsey Trail | <input type="checkbox"/> Mamawetan Churchill River |
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| <input type="checkbox"/> Prairie North | <input type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise |
| <input checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **LUTHER SPECIAL CARE HOME (Saskatoon)**
and Number: 73806
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
129 Long Term Care beds & 2 Respite beds
Age of Building: 62 and 31 years (Built in 1955 & 1986 respectively)

Date of visit (DD/MM/YYYY): 28/03/2017

Please list those from the RHA that attended:

Karen Levesque, Director, Seniors' Health & Continuing Care

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

- Luther Special Care Home (Luther Care) has seen significant improvements in the past year, including renovated dining rooms – both the Temperance and Second dining rooms which are now enjoyed as central meeting places for residents and families. Further, the Central Courtyard has been transformed into a beautiful area that can be enjoyed by residents and their visiting families, and children. The courtyard now features a playground area for children, a large scale project made possible by considerable donations and joint fundraising efforts from two partnering schools.
- The managers actively participate in morning rounds, resulting in a mutually beneficial awareness of strengths and opportunities involving residents and staff in the neighbourhoods at Luther Care.
- Each neighbourhood at Luther Care has visibility walls used by staff to monitor, report and highlight improvements being made.
- The Resident and Family Advisory Committee meets regularly and is actively involved at the Home.
- A ceiling track lift was purchased in 2017 with funding provided by Saskatoon Health Region.

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

- Results from the 2016 Long Term Care Experience Survey highlighted the need for additional human resources at Luther Care, noting an increase in the complexities of residents and their needs to multifaceted care.
- The Nurse Call System is in need of replacement. The present system does not include a two-way communication system.
- Improved processes for posting to filling position and for staff scheduling would positively impact resident care and operations.
- The Temperance-Monroe Neighbourhood is home to 49 residents who have some type of dementia. Luther Care is working hard to seek additional opportunities for an optimum setting for dementia residents in order to provide for more personalized and dedicated care.

Please describe how 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:

- eHealth is currently leading a provincial review and development of a plan for Nurse Call Systems. The nurse call system needs of Luther Care will be prioritized along with other needs across the province.
- Saskatoon Health Region continues to explore opportunities to improve management of patients and residents with infectious organisms with an overall goal of decreasing the need for isolation and outbreaks, ensuring better care and health for residents and decreasing costs.

- SHCC will continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely and accurate.
- SHCC will work in collaboration with Luther Care and other Long Term Care Homes in Saskatoon Health Region to explore opportunities to provide a more optimal setting for care of residents experiencing dementia.



Long-Term Care Quality Assessment - 2017

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| <input type="checkbox"/> Prairie North | <input type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise |
| <input checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **MANITOU LODGE (Watrous)**
and Number: 73563
Demographics: Owned & Operated by Saskatoon Health Region
43 Long Term Care beds
Age of Home: 5 years

Date of visit (DD/MM/YYYY): 04/07/2017

Please list those from the RHA that attended:

Rod MacKenzie, Director, Seniors' Health & Continuing Care

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

- Manitou Lodge is a modern, well-equipped home that offers care to residents in three neighbourhoods. All rooms have ceiling track lifts, independent bathrooms with showers and large windows that welcome the sun, creating a bright, homey environment.
- Manitou Lodge practices the Purposeful Interactions Philosophy and has received very positive feedback from residents their enhanced care experience. Staff are encouraged to make connections with residents and shift their focus from task-orientated care to spontaneous interactions in order to building relationships.
- The physician clinic is co-located in the building, which allows for timely access to physicians who can quickly address changing resident needs.
- Recreation activities are available for the residents, who are encouraged to participate wherever possible.
- Manitou Lodge enjoys strong community support and recently acquired a mobility van to help residents with outings and appointments.

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

- The implementation of a cellular model has been well received in the Home. Continuous improvements for service delivery are ongoing with a fairly new model such as this.
- The organizational structure of long-term care and acute care does not allow great opportunity for care team members to crossover from one area to the other, creating challenges in providing care and the ability to share staff. Integration of care could allow could allow Manitou Lodge to better meet the needs of their residents and staff.
- Staff recruitment and retention continues to be a challenge for Manitou Lodge as it is in many rural long-term care homes in Saskatoon Health Region.

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.

- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff. This includes the development of plans to manage and prevent pressure ulcers in residents and to decrease the number of injurious falls. A toolkit under development will assist managers to work with their teams to decrease staff shoulder and back injuries.
- SHCC and Manitou Lodge will continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely and accurate. SHCC will continue to work

with Saskatoon Health Region Human Resources/Labour Relations to assist with recruitment and retention issues.

- Saskatoon Health Region will continue to explore ways to better integrate acute care and long-term care to improve staff availability and to better coordinate care for residents.
- Saskatoon Health Region will continue to monitor the management restructuring to help ensure that community needs are being met.



Long-Term Care Quality Assessment - 2017

Please Select Your Health Region:

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| <input type="checkbox"/> Cypress | <input type="checkbox"/> Kelsey Trail | <input type="checkbox"/> Mamawetan Churchill River |
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| <input type="checkbox"/> Prairie North | <input type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise |
| <input checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **MENNONITE NURSING HOME (Rosthern)**
and Number: 73599
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
67 Long Term Care beds, plus 1 respite
Age of Building: 49 years and 28 years

Date of visit (DD/MM/YYYY): 24/03/2017

Please list those from the RHA that attended:

Rod MacKenzie, Director, Seniors' Health & Continuing Care

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

- Mennonite Nursing Home is situated in a peaceful setting providing residents and family access to a wonderful outdoor environment surrounded by trees. Easy access to nature makes planning outdoor activities for the residents and family a frequent occurrence.
- The Home has recently created a coffee bar for use by residents and their families, allowing them to sit and enjoy a visit in a relaxed, social atmosphere. This has been very well received as the residents and makes great use of this space.
- Mennonite Nursing Home's staff are fully engaged in the upkeep and décor of the Home and ensure that seasonal decorations further enhance the spirit and laid back rural environment.
- The Resident and Family Council is actively involved in planning events in the Home and encourage residents, their families and staff to share ideas that focus on identifying and creating opportunities to improve the quality of life for residents.

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

- Mennonite Nursing Home's Site Leaders shared the challenges they face in keeping up with new long-term care staff, who require education and training in the gentle persuasive approach, program guidelines and WHMIS, to name a few.
- Staff recruitment and retention is an ongoing challenge in Rosthern, as it is in many rural long-term care homes.

Please describe how 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.

- Saskatoon Health Region will work with its Seniors' Health and Continuing Care (SHCC) team to explore how further support can be provided for residents with challenging behaviours, including working with Saskatoon Health Region Behavioural Support Team's two new members who are available to provide service to affiliate homes.
- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff, such as development of plans to manage and prevent pressure ulcers in residents and decreasing the number of injurious falls. A toolkit being developed that will assist managers to work with their teams to decrease staff shoulder and back injuries.
- SHCC continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely and accurate.

Saskatoon Health Region will look for ways that we can better plan and implement the many initiatives that long-term care homes are being asked to participate in.



Long-Term Care Quality Assessment - 2017

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| <input type="checkbox"/> Prairie North | <input type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise |
| <input checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **NOKOMIS HEALTH CENTRE (Nokomis)**
and Number: 73105
Demographics: Owned & Operated by Saskatoon Health Region
14 LTC beds + 4 multi-purpose beds
Age of building: 39 years

Date of visit (DD/MM/YYYY): 08/06/2017

Please list those from the RHA that attended:

Karen Levesque & Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- Nokomis Health Centre (Nokomis) houses a physician clinic, lab, home care and a small long-term care home and four multi-purpose beds, which are dedicated to respite, palliative care and convalescence.
- Visiting services such as occupational and physical therapy and mental health services also work out of the Health Centre.
- The Home's small size allows residents, their families and staff to form close relationships. Many were neighbours and grew up together in the community.
- Nokomis is arranged with 12 private rooms in one wing, and two private rooms and four multi-purpose beds in the wing closest to the Health Centre.
- The four multi-purpose beds are a valuable resource for the community. Home Care works closely with the physician to help determine respite or convalescent needs. The beds are frequently used to assist with patient flow by allowing local residents to be repatriated back to their home community more quickly. This model of bed utilization serves this community well.
- The Community Health Council is actively involved in the Home and meets regularly to discuss ways in which to improve the overall health of community members.
- The community of Nokomis and surrounding area is very involved in health care and actively fundraises to make improvements to the Home.
- Nokomis' Activity Worker ensures that the residents are engaged within the home and community, by utilizing a bus provided by the local Legion.

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

- Nokomis is not located near any large centres and due to its small size, most employee positions within the Home are part-time positions. Recruitment, retention and scheduling of staff are opportunities for improvement.
- With an increase in the number of bariatric residents who live in long term care homes, it is necessary to explore alternative care models to meet Occupational Health and Safety requirements.
- There are opportunities to improve the appearance of the Home, through minor upgrades including fixing the flooring, which is fairly new but already lifting in some places.
- The management structure at the Home has recently changed and one Site Leader will now provide direction and oversight to both Nokomis and Last Mountain Pioneer Home.

Please describe how 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.

- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff including plans to manage and prevent pressure ulcers in residents and to decrease the number of injurious falls. A manger toolkit for decreasing shoulder and back injuries is being developed.
- SHCC will examine the current staffing model to address and support the increasing bariatric population and allow for bariatric residents to be cared for in their home community.
- Saskatoon Health Region will continue to monitor the management restructuring to help ensure that resident, family and staff needs are being met.
- Saskatoon Health Region will work with its Facilities Management department to explore the level of support available to address the Home's structural needs, in particular, help with flooring.



Long-Term Care Quality Assessment - 2017

Please Select Your Health Region:

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| <input type="checkbox"/> Cypress | <input type="checkbox"/> Kelsey Trail | <input type="checkbox"/> Mamawetan Churchill River |
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| <input type="checkbox"/> Prairie North | <input type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise |
| <input checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **OLIVER LODGE (Saskatoon)**
and Number: 73809
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
139 Long Term Care beds
Age of Building: 55 and 6 years (Built in 1962 & 2011 respectively)

Date of visit (DD/MM/YYYY): 27/03/2017

Please list those from the RHA that attended:

Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- Oliver Lodge maintains a positive atmosphere, upholding their vision, mission, values and goals, by a dedicated staff of many long-term employees who are proud to work in this Home. The value of long term staff is evident in their mentoring of new and casual staff and the sense of stability and comfort they provide to the residents and their families.
- Oliver Lodge is very clean; the staff pays close attention to detail and is committed to its upkeep.
- The Resident and Family Council at Oliver Lodge provides a solid foundation to seek opportunities for improvement and demonstrates effective communication between administration, the residents and their families. Additionally, the Chair of Oliver Lodge's Resident and Family Council reported that regular staff know the residents well and provided examples, "the kitchen staff would tell me if my mother ate well; housekeepers tell [families] about conversations with my mother."
- The recreation staff has a strong presence in the Home, encouraging participation and offering a wide range of activities and events for residents. A new bus and van were purchased through the fundraising efforts of Oliver Lodge and the Community, and are enjoyed regularly for outings.

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

- There are an increasing number of residents requiring multifaceted care. Complexity of care needs continue to rise for individual residents impacting staff ability to respond to effectively to address all residents care needs in the home.
- Improved processes in posting and hiring positions and with staff scheduling would positively impact resident care and operations.
- The heating system in the older part of Oliver Lodge requires an upgrade. In addition to operational funding, Oliver Lodge fundraises to support many of their needs.

Please describe how 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:

- SHCC and Oliver Lodge will continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely, accurate and cost-effective. In addition, attention will be paid to succession planning.
- The leadership team at Oliver Lodge has been highlighting the Purposeful Interactions Philosophy with staff with a goal of moving towards better safety and enhanced experiences for recipients of long term care. Staff are encouraged to make connections with residents and shift their focus from task-orientated care to spontaneous interactions to build relationships.



Long-Term Care Quality Assessment - 2017

Please Select Your Health Region:

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| <input type="checkbox"/> Cypress | <input type="checkbox"/> Kelsey Trail | <input type="checkbox"/> Mamawetan Churchill River |
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| <input type="checkbox"/> Prairie North | <input type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise |
| <input checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **PARKRIDGE CENTRE (Saskatoon)**
and Number: 73818
Demographics: Owned & Operated by Saskatoon Health Region
202 Long Term Care beds plus:
4 respite (2 planned, 2 unplanned);
20 Geriatric Re-enablement Unit (GRU) beds;
2 '4C' (Re-enablement for individuals less than 55)
5 Dementia Assessment Neighbourhood beds
Age of Building: 31 years

Date of visit (DD/MM/YYYY): 27/03/2017

Please list those from the RHA that attended:

Karen Levesque, Director, Seniors' Health & Continuing Care
Dan Florizone, President and CEO, Saskatoon Health Region, visited this home on a separate occasion

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

- Strong leadership at Parkridge Centre has resulted in a smooth transition of Site Leaders and members of the management team, and continued focus on client and family centred care and continuous improvement.
- Parkridge Centre's physiotherapy team has implemented open gym time, allowing residents to use the equipment and the gym for individualized exercise. This has been very well received amongst the participating residents, increasing their strength, independence and overall confidence.
- Parkridge Centre is home to the Northern Saskatchewan Dementia Assessment Program that began operations in 2017. This program consists of two components: the Outreach Team and the Dementia Assessment Neighbourhood in Eastview. The management and staff have been instrumental in the success of this program, which has already seen positive results for individuals from the northern health regions.
- The management team at Parkridge Centre has been successful in a number of their applications for various grants, greatly benefitting the residents, Community Day Program clients and the organization at large.
- A cough assistant machine, slings and bed alarms were purchased in 2017 with funding provided by Saskatoon Health Region.

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

- There are an increasing number of residents requiring multifaceted care. Complexity of care needs continue to rise for individual residents impacting staff ability to respond to effectively to address all residents care needs in the home.
- Parkridge Centre is an old building that could benefit from exploring fundraising opportunities to address future building and furniture maintenance.

Please describe how 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:

- Saskatoon Health Region Capital and Facilities Management department will work with the Site Leader at Parkridge Centre to develop a multi-year strategic plan for critical structural repairs.
- Members of Saskatoon Health Region's Senior Leadership Team have agreed to explore opportunities for an existing Foundation to partner with Parkridge Centre, in addition to new fundraising initiatives for the Home.

- The management team at Parkridge Centre will continue to explore and take advantage of opportunities to apply for grants for various improvement initiatives.



Long-Term Care Quality Assessment - 2017

Please Select Your Health Region:

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| <input type="checkbox"/> Prairie North | <input type="checkbox"/> Sun Country | <input type="checkbox"/> Sunrise |
| <input checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **PLEASANT VIEW CARE HOME (Wadena)**
and Number: **73789**
Demographics: **Owned & Operated by Saskatoon Health Region**
45 Long Term Care beds & 1 respite bed in Pleasant View Care Home
4 beds in the Hospital are reserved for Long Term Care residents and 1 for respite
Age of Building: **29 years**

Date of visit (DD/MM/YYYY): **23/08/2017**

Please list those from the RHA that attended:

Diane Shendruk, Vice-President, Integrated Health Services
Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- Pleasant View Care Home (Pleasant View) provides resident-directed care in three neighbourhoods, which have two dining areas. The Home has a beautiful outdoor space where residents, their families, guests and staff enjoy spending their time relaxing and visiting.
- The Resident and Family Council is led by an Activity Coordinator and is actively involved in the events that take place in the Home. The Activity Coordinator engages residents and their families in a variety of activities that the residents say they enjoy.
- Wadena has an active Community Health Council that meets regularly to discuss ways in which to improve the overall health of community members. The community of Wadena and surrounding area is very involved in health care and actively fundraises to make improvements in both the Home and hospital.
- Pleasant View's new Site Leader has a strong background in Home Care and a willingness to try different approaches to improve the resident experience. Resident and their families are pleased with the care and support they are receiving.

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

- We continue to work with Saskatoon Health Region on seeking recruitment strategy opportunities for rural long-term care homes. Residents and their families noted that the staff work very hard however, working short is sometimes causing delays in basic care and the level of care that residents receive is of utmost importance to them and their families.
- There are an increasing number of residents requiring multifaceted and complex care.
- Site Leaders also identified a need for support in the area of Behavioural Consultation. There are a few residents with complex behaviours, and family members of some of the other residents have expressed concerns regarding the disruptive behaviour and the impact it is having on their loved ones. The Home strives to balance the rights of individuals within the larger group setting.
- Security of residents at Pleasant View living with complex behaviours would benefit from a secure neighbourhood that is safe and reduces the risk of elopement.

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.

- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff such as manage and prevention of pressure ulcers in residents and decreasing the number of injurious falls. The shoulder and back injury toolkit under developed will assist managers to work with their teams to decrease these injuries.
- SHCC will continue to work with Saskatoon Health Region Human Resources/ Labour Relations to ensure adequate supports are provided to all homes to help address recruitment and retention issues.
- Saskatoon Health Region will work with its SHCC team to explore how further support can be provided for residents with challenging behaviours, including working with Saskatoon Health Region Behavioural Support Team's two new members who are available to provide service to affiliate homes.
- Saskatoon Health Region will continue to explore ways to better integrate long-term care and acute care to improve staff availability and to better coordinate care for residents.



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 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 checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **PORTEOUS LODGE (Jubilee Residence) (Saskatoon)**
and Number: 73807
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
99 Long Term Care beds
Age of Building: 58 years

Date of visit (DD/MM/YYYY): 27/03/2017

Please list those from the RHA that attended:

Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care
Dan Florizone, President and CEO, Saskatoon Health Region, visited this home on a separate occasion.

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

- Porteous Lodge is one of two long-term care homes operated by Jubilee Homes. The residents of these homes have benefited from the funding that Jubilee has provided from the housing side of the business into the long-term care operations. Many building upgrades and enhancements have been funded by Jubilee Housing operations, such as new flooring, replacement of windows and air conditioning, all of which benefit the resident and their living experience.
- The leadership team is very proud of the client and family centred care delivered by the dedicated staff at Porteous Lodge. Although the Home has not officially implemented the Purposeful Interactions Philosophy, staff demonstrate a strong desire to make connections with residents and shift their focus from task orientated care to spontaneous interactions based on building relationships.
- In 2007, a movement began to have staff spend an additional 15 minutes of time directly interacting with a resident who could benefit from individualized company and care. Over the past decade, this has evolved into staff coming in on their days off to plan and participate in special events for residents, including hosting a 'High Tea' for one very appreciated resident.

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

- Complexity of care needs continue to rise for individual residents impacting staffs ability to respond to effectively to address all residents care needs in the home.
- There is an opportunity to review, revise and improve processes that are required but that are not considered direct resident care – such as documentation and assessment of Minimum Data Set (MDS), and education and training for Ministry of Health's Special Care Home Program Guidelines. Improving processes and decreasing the time required to do these tasks will allow more time for direct resident care.
- There is opportunity to improve some of the processes related to posting and hiring, as well as staff scheduling, which would have a positive impact on operations of the Home through enhanced resident care
- The WanderGuard system at Porteous Lodge is not reliable and requires significant repair or replacement to ensure the safety of residents who are at risk of elopement.

Please describe how 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:

- Seniors' Health and Continuing Care (SHCC) Quality and Safety Committee is currently reviewing the process of MDS assessments. Their recommendation is for the Ministry to implement the new version of MDS, which would result in a decrease of human resources and improvements to the process of assessment.
- SHCC will continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely and accurate. Additionally, Jubilee Homes will ensure that a robust succession plan is in place.
- Repair or replacement of the WanderGuard system at Porteous Lodge will be prioritized along with the needs of other long-term care homes in Saskatoon Health Region.



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 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 checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **QUILL PLAINS CENTENNIAL LODGE (Watson)**
and Number: **73790**
Demographics: **Owned & Operated by Saskatoon Health Region**
53 LTC residents (40 in Quill Plains Lodge and 13 in Health Centre)
Age of Building: Lodge – 50 years; Health Centre – 30 years

Date of visit (DD/MM/YYYY): **23/08/2017**

Please list those from the RHA that attended:

Diane Shendruk, Vice-President, Integrated Health Services
Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- Quill Plains Centennial Lodge (Quill Plains) has been providing exceptional care for seniors in the community for 50 years. The Home is very well maintained with a beautiful outdoor space where residents, their families, guests and staff enjoy spending their time relaxing and visiting.
- Quill Plains practices the Purposeful Interactions Philosophy and has received very positive feedback from residents relating their enhanced experiences with their care team. Staff are encouraged to make connections with residents and shift their focus from task-orientated care to spontaneous interactions to build relationships.
- The Resident and Family Council meets monthly and is actively involved in the activities and events that take place in the Home. Their primary focus is identifying and creating opportunities for positive resident experiences.
- A new nurse call system was recently installed and has been well received in the Home.
- Quill Plains has perimeter security which helps ensure the safety of all residents and in particular, vulnerable residents who are at risk of elopement.
- The Home is strongly supported by the community who recently began a fundraising campaign to modernize the neighbourhoods and revitalize the building for its residents.
- Quill Plains residents shared their appreciation in the level of care they are receiving and acknowledged their Site Leader, care team and support service team, complimenting them on the home-like atmosphere they have nurtured and achieved, during the site visit.

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

- Quill Plains is very well maintained; however, it is a dated building that is beginning to show its age in terms of its design and feel. The Home could benefit greatly from a modernization and revitalization in creating a more comfortable and home-like atmosphere for residents and their families.
- Staff recruitment and retention is a challenge faced by Quill Plains Centennial Lodge, as it is for many rural areas. Residents and their families noted that there is a visible difference in the Home when the staff count is down and, while they are sympathetic about staffing levels, the level of care that residents receive is of utmost importance to them.
- There is an opportunity for improvement with the Home's recycling program in the reduction of waste.

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.

- Seniors' Health and Continuing Care (SHCC) will work with Saskatoon Health Region's Capital and Facilities Management department to explore the levels of support available to address the Home's structural needs and develop a multi-year strategic proposal for critical structural repairs. Saskatoon Health Region Facilities Director has consulted with various community members to discuss the process required by the Ministry of Health to support the construction of a new neighbourhood at Quill Plains.
- SHCC will continue to work with Saskatoon Health Region Human Resources/ Labour Relations to ensure adequate supports are provided to all homes to help address recruitment and retention issues.
- The Site Leader will engage residents in continuing to seek opportunities for improvement with recycling initiatives in the Home.



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 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 checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **SAMARITAN PLACE (Saskatoon)**
and Number: 73821
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
100 Long Term Care beds (80 single & 20 companion)
Age of Building: 5 years

Date of visit (DD/MM/YYYY): 29/03/2017

Please list those from the RHA that attended:

Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care
Dan Florizone, President and CEO, Saskatoon Health Region, visited this home on a separate occasion.

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

- Neighbourhood Resident and Family Councils have been very beneficial at Samaritan Place, ensuring that issues specific to neighbourhoods are discussed and addressed in a timely manner. The Councils use their meetings as an opportunity to form discussions and provide educational information, based on the needs of the neighbourhoods, to council members, residents and staff.
- The staff at Samaritan Place have an excellent working relationship with the Community Paramedics. The Community Paramedicine project has been well received by residents, allowing them to be assessed and receive treatment in their home as opposed to being transferred to the Emergency Department.
- Ceiling track lifts were purchased for all resident rooms in 2017 with funding provided by Samaritan Place and Saskatoon Health Region. Having these lifts available to all residents ensures safety and will benefit both residents and staff.

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

- Samaritan Place has a unique care model in which a nurse practitioner works closely with residents, their families and other care team members. There is an opportunity for improved communication amongst the care team, in which the role and responsibilities of the nurse practitioner is clearly identified to ensure that everyone is working together to the highest standards and accountabilities to the residents.
- There is further opportunity to improve communication and clearly define the roles and responsibilities of the physicians at Samaritan Place, to consistently meet the growing needs of the residents and ensure that client and family centred care is achieved.
- Additional psychiatry support could allow staff to better meet the increased psychiatric needs of many residents at Samaritan Place.
- Samaritan Place has two cottages designed securely for dementia residents. These residents pose a higher risk of causing harm, wandering and exhibiting protective behaviours. As such, heightened security measures and multifaceted, individualized care are required.

Please describe how 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:

- The leadership team will review the roles and responsibilities of the care team at Samaritan Place, clearly outlining each job function and identifying and communicating all accountabilities in the care model to

residents, their families and staff.

- Seniors' Health and Continuing Care (SHCC) has been working with Practitioner Staff Affairs to develop a physician leadership role in long-term care.
- SHCC is in review of behavioral support resources with plans to increase support in order to address the growing need for these services in long-term care.



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 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 checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **SASKATOON CONVALESCENT HOME (Saskatoon)**
and Number: 73813
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
59 Long Term Care beds and 1 Respite Bed
Age of Building: 34 years

Date of visit (DD/MM/YYYY): 28/03/2017

Please list those from the RHA that attended:

Karen Levesque, Director, Seniors' Health & Continuing Care

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

- Saskatoon Convalescent Home was involved in a one-year research project, *Namaste Care*, designed to improve the quality of life for residents with advanced dementia. This program has made such a significant difference in the lives of these residents that, with the support of the Board, staff continue to practice the Namaste Philosophy, even though the project has ended. In September, 2017, Saskatoon Convalescent Home was chosen to be the Canadian Namaste Care International Champion.
- Saskatoon Convalescent Home recently launched the Purposeful Interactions Philosophy, which compliments the Namaste Philosophy perfectly for residents and their families. The leadership team is passionate about combining the two philosophies and encourages all staff to make connections with residents and shift their focus from task orientated care to spontaneous interactions based on building relationships that bring the residents comfort and peace.
- Several volunteers are closely involved and actively engaged in the activities and events that take place in the Home.
- Mattresses and slings were purchased in 2017 with funding provided by Saskatoon Health Region.

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

- Namaste Care has had a positive impact on residents living with advanced dementia, and as such, the leadership team at Saskatoon Convalescent Home strongly desires to continue the program. There is an opportunity to review the staffing model to ensure appropriate resources are available to provide this specialized care and attention to these residents.
- Many residents in long-term care require palliative care support. Additional palliative care support provided by the Saskatoon Health Region could greatly benefit and instill confidence in the staff at Saskatoon Convalescent Home to better care for these residents and meet their multifaceted needs. There is opportunity to improve some of the processes related to posting and hiring, as well as staff scheduling, which would have a positive impact on operations of the Home through enhanced resident care.

Please describe how 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:

- The leadership team of the Home will seek opportunities for how Namaste Care can continue.
- Seniors Health and Continuing Care (SHCC) and Saskatoon Convalescent Home will continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely, accurate.



Long-Term Care Quality Assessment - 2017

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

Facility Name: **SHERBROOKE COMMUNITY CENTRE (Saskatoon)**
and Number: **VETERAN'S VILLAGE – Sherbrooke Community Centre**
Demographics: **73814/ 73819**
Affiliated with (but not owned & operated by) **Saskatoon Health Region**

Number of Beds:	221 LTC beds plus 2 respite	40 LTC beds
Age of Building:	26 years	20 years

Date of visit (DD/MM/YYYY): 05/10/2017

Please list those from the RHA that attended:

Karen Levesque, Director, Seniors' Health & Continuing Care
Dan Florizone, President and CEO, Saskatoon Health Region, visited this home on a separate occasion.

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

- Sherbrooke Community Center (Sherbrooke) is a vibrant, loving and active home that features a beautiful driveway that uniquely transitions into a patio, which proved to be the heart and center of the Home in the summer and fall months for residents, their families, guests and staff to visit, laugh, listen to music and gather to enjoy each other's company.
- The strong sense of family and community is evident in this Home and the culture that has been created is something that residents and staff very much take pride in.
- Sherbrooke became a registered Eden Alternative® home in 1999 and, in 2017, became the very first home *in the world* to reach Milestone 4 within the Eden Alternative® Path to Mastery, an outstanding accomplishment for the Home. As stated by Sherbrooke's CEO, "we are so proud to be the first home in the galaxy to reach this milestone because it means our Elders can have quality of life."
- As outlined in an article in the Sherbrooke Home Fires Newsletter, 'Milestone 4 reflects the most innovative practices currently implemented by culture change leaders today. Relationships are close and roles are blended, creating a resilient, flexible, and highly responsive team with a strong sense of ownership. Leaders grow other leaders, who, in turn, have developed the capacity to influence the success of other organizations on the culture change journey.
- As part of the Eden Philosophy, strong and committed leadership is key. Sherbrooke offers Eden Leadership Mentoring sessions, which provide guidance and support to the leaders, who, in turn guide and support the staff who are empowered to live and work with the Elders in a resident-directed care culture.
- As part of the Eden Philosophy, staff are permanently assigned to neighbourhoods and form close relationships with residents and their families. They form very close bonds and, as families, they 'live together, laugh together and love together'.
- Sherbrooke was recently one of the top 50 organizations for staff injuries, however, with a focused attention to improving staff safety and decreasing staff injuries, along with excellent leadership, the number of injuries continues to significantly decline.
- Sherbrooke implemented an Oral Health Care program last year, which has seen very positive results. All staff have been educated on the importance of oral health, empowering Elders to prioritize good dental hygiene, resulting in improved oral health and decreased visits to dental offices and surgical suites for dental procedures under general anesthetic.

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

- Complexity of care needs continue to rise for individual residents impacting staff ability to respond to effectively to address all residents care needs in the home.
- There is an opportunity to review, revise and improve processes that are required but that are not

considered direct resident care – such as documentation and assessment of Minimum Data Set (MDS), and education and training that is required for long term care home employees. Improving processes and decreasing the time required to do these tasks and training will allow more time for direct resident care.

- Operational costs continue to grow with an increasing number of residents requiring personal skin and wound care supplies and, in some cases, isolation due to antibiotic resistant organisms.
- Sherbrooke is very well maintained; however, it is a dated building that is beginning to show its age in terms of its design and technology. The Home could benefit greatly from a modernization, including replacing the Nurse Call system to better align with the new phone system.
- Sherbrooke has an arrangement with Psychiatry for the provision of psychiatry consultation support for seniors – but, we do not have a similar arrangement for psychiatry support for younger individuals. With an increasing younger population, psychiatry support is essential.

Please describe how 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:

- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff. Current initiatives include the development of plans to manage and prevent pressure ulcers in residents and to decrease the number of injurious falls. Additionally, a toolkit is being developed that will assist managers to work with their teams to decrease staff shoulder and back injuries. Sherbrooke has shared their tools and processes for decreasing staff injuries.
- The Quality and Safety Committee is also reviewing the process of MDS assessments. Their recommendation is for the Ministry to implement the new version of MDS, which would result in improvements to the process of assessment and decreased staff time required for MDS documentation, thus allowing more time for resident care.
- Sherbrooke's leadership team continues to revisit the needs of Elders, staffing availability and processes with a goal to ensure staff time is used for value-add, rather than non-value add, activities.
- SHCC is working with the Homes and the Department of Psychiatry to arrange for psychiatry support for younger residents.



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 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 checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **SPRUCE MANOR SPECIAL CARE HOME (Dalmeny)**
and Number: **73797**
Demographics: **Affiliated with (but not owned & operated by) Saskatoon Health Region**
36 Long Term Care beds
Age of Building: 31 years (Built in 1986)

Date of visit (DD/MM/YYYY): **31/03/2017**

Please list those from the RHA that attended:

Karen Levesque, Director, Seniors' Health & Continuing Care

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

- Spruce Manor Special Care Home (Spruce Manor) is located in a peaceful rural setting and has many long serving employees, both of which create a strong sense of comfort and confidence for the residents and their families.
- Volunteers are keenly involved in the activities and events that take place in the Home. This is largely due to a strong partnership with the local high school, allowing residents and high school students to interact with one another on a regular basis and form close and meaningful relationships.
- In addition to daily recreation activities, special events are ongoing and include things such as regular visits by a pet therapy team.
- The Administrator of Spruce Manor acknowledged the 'phenomenal' members of the board, their dedication, experience, commitment to community, understanding of business and willingness to go above and beyond in taking leadership and other applicable courses to better serve the Home and their community.
- A dryer was purchased in 2017 with funding provided by Saskatoon Health Region.

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

- Spruce Manor is an old building that requires building and furniture maintenance, including a new boiler for hot water, dishwasher booster, tub, wheelchair washer and more ceiling track lifts. Some of these may be addressed through fundraising opportunities.
- Regular physiotherapy support is not currently provided by Spruce Manor and, as such, residents or their families who wish to have physiotherapy support must pay for the service.

Please describe how 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:

- The equipment needs of Spruce Manor will be prioritized along with equipment needs across all long-term care homes.
- Seniors' Health and Continuing Care (SHCC) will explore opportunities to have shared therapy resources across all long-term care homes.



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 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 checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **ST. ANN'S HOME (Saskatoon)**
and Number: 73810
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
Total beds: 80
Age of Building: 38 years

Date of visit (DD/MM/YYYY): 18/05/2017

Please list those from the RHA that attended:

Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- The staff at St. Ann's Home are dedicated and committed to ensuring a comfortable, caring and loving environment for their 80 residents, excelling in personalized, family and client centered care.
- Strong clinical leadership has resulted in a successful mentorship program amongst the nursing team who achieve a high standard of care when responding to and managing the medical needs of their residents.
- The Board and Administrator at St. Ann's Home will be implementing a major renovation project in 2018, which will include significant changes to resident rooms and will greatly improve other areas of the home, enriching the environment and lives of the residents, their families and staff.

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

- There is opportunity to improve some of the processes related to posting and hiring, as well as staff scheduling, which would have a positive impact on operations of the Home through enhanced resident care.
- Strengthened communication between Saskatoon Health Region and the affiliate homes could greatly benefit St. Ann's Home in creating a feeling of inclusiveness and support, especially in terms of decision making processes.

Please describe how 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:

- SHCC will continue to work with Saskatoon Health Region Human Resources and Labour Relations to ensure that health region processes, such as posting and filling positions, scheduling staff and working through human resource challenges are timely, accurate.
- SHCC will continue to explore opportunities for improved and strengthened communication with St. Ann's Home.
- SHCC will continue to work with Client Patient Access Services (CPAS) to analyze and improve upon the written communication available to St. Ann's Home, including information pamphlets provided to residents and their families who are considering moving into a long-term care home, the services and personalized care provided at specific long-term care homes and the long-term care move-in agreement.



Long-Term Care Quality Assessment - 2017

Please Select Your Health Region:

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

Facility Name: **ST. JOSEPH'S HOME (Saskatoon)**
and Number: 73811
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
78 Long Term Care beds
Age of Building: 53 years (Built in 1964)

Date of visit (DD/MM/YYYY): 27/03/2017

Please list those from the RHA that attended:

Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- St. Joseph's Home maintains a positive, team-orientated atmosphere, providing compassionate and loving care. Low staff turnover provides a sense of stability and comfort experienced by the residents and their families and the meaningful relationships that have been formed.
- Nine devoted nuns provide guidance and mentorship to the staff at St. Joseph's Home and are available 24 hours a day to support residents and their families. The sisters play an integral leadership role in the Home, resulting in a closeness of community and faith.
- St. Joseph's Home will be launching the Purposeful Interactions Philosophy later this year and looks forward to incorporating it into their orientation and mentoring for new staff, in the hopes of achieving safety and relating enhanced experience to their recipients of long term care. Staff will be encouraged to make connections with residents and shift their focus from task orientated care to spontaneous interactions based on building relationships.
- All staff at St. Joseph's Home are trained in Gentle Persuasive Approach (GPA).
- Ceiling track lifts were purchased in 2017 with funding provided by Saskatoon Health Region and by St. Joseph's Home. Having these lifts available to residents will ensure safety and be hugely beneficial to both residents and staff.

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

- There are an increasing number of residents requiring multifaceted care. Complexity of care needs continue to rise for individual residents impacting the Home's ability to respond to effectively to address all residents care needs in the home.
- St. Joseph's Home contracts physiotherapy services from Parkridge Centre. Additional occupational therapy support could allow staff to better meet the increased therapy needs of many residents at the Home.

Please describe how 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:

- Seniors' Health and Continuing Care (SHCC) will explore opportunities to have shared therapy resources across all long-term care homes.



Long-Term Care Quality Assessment - 2017

Please Select Your Health Region:

Athabasca	Five Hills	Heartland
Cypress	Kelsey Trail	Mamawetan Churchill River
Keewatin Yatthe	Prince Albert Parkland	Regina Qu'Appelle
Prairie North	Sun Country	Sunrise
X Saskatoon		

Facility Name: **ST. MARY'S VILLA (Humboldt)**
and Number: 73793
Demographics: Owned & Operated by Saskatoon Health Region
85 Long Term Care beds
Age of Building: 54 years; St. Joseph's Wing: 26 years

Date of visit (DD/MM/YYYY): 30/03/2017

Please list those from the RHA that attended:

Rod MacKenzie, Director, Seniors' Health & Continuing Care
Diane Shendruk, Vice-President, Integrated Health Services, visited this home on a separate occasion.

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

- St. Mary's Villa (St. Mary's) has been providing care to the seniors' population of Humboldt and surrounding area for over 50 years. While the building is showing its age, the care provided by staff to the residents continues to be held in high regard. The residents acknowledge that the staff are dedicated and work very hard to provide a pleasant experience for the residents.
- St. Mary's Villa was built at a time when long-term care homes had an institutional look and feel. The site leaders, care team and support staff work hard to achieve a comfortable, home-like environment for residents.
- The St. Joseph's Wing is a beautiful area designed especially for residents with dementia with thoughtfully coordinated activities based on best practices for dementia care.
- St. Mary's recently added a family room, which can be utilized by residents, their families and guests for celebrations. Families who have a resident in palliative care are especially appreciative of the room.
- St. Mary's Villa Foundation is continuing to fundraise for additional ceiling track lifts, as well as for other necessary equipment.
- St. Mary's has strong community support. There are groups outside the Home that strongly advocate for great care for the seniors' population.

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

- St. Mary's Villa practices the Purposeful Interactions Philosophy and has experienced success relating enhanced experience to the residents in long term care. The Home will continue to encourage staff to make meaningful connections with residents and offer opportunities for growth in this philosophy.
- St. Mary's is a dated building that is beginning to show its age in terms of its design and feel. The Home could benefit from a modernization and revitalization including enlarging rooms, eliminating shared bathrooms and upgrading flooring, windows and doors.
- Staff recruitment and retention is an ongoing challenge at St Mary's Villa, as it is in many rural areas. There is opportunity to review recruitment and retention options and strategies.
- With an increase in the number of bariatric residents who live in long term care homes, it is necessary to explore alternative care models to meet Occupational Health and Safety requirements. Additionally, room and equipment enhancements will be required to meet the needs of this resident population.
- With the permanent closure of the Dust Wing, it has been identified that an alternate dining area is needed for residents who do not have access to their own dining room.
- St. Mary's residents appreciate the current recreational opportunities and could benefit from even more opportunities to participate in physical activities and events.

Please describe how 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:

- Seniors' Health and Continuing Care (SHCC) will work with Saskatoon Health Region's Capital and Facilities Management department to explore and prioritize the levels of support available to address the Home's physical appearances and structural needs and develop a strategic plan to bring the Home up to modern day standards.

The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and improve safety for staff, including plans to manage and prevent pressure ulcers in residents and to decrease the number of injurious falls. Additionally, a toolkit is being developed that will assist managers to work with their teams to decrease staff shoulder and back injuries.

- SHCC will continue to work with Saskatoon Health Region Human Resources/ Labour Relations to ensure adequate supports are provided to all homes to help address recruitment and retention issues.
- The leadership team will examine the current staffing model to address and support the increasing bariatric population.



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 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 checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **STENSRUD LODGE (Jubilee Residences) (Saskatoon)**
and Number: 73808
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
100 Long Term Care beds
Age of Building: 40 years

Date of visit (DD/MM/YYYY): 18/05/2017

Please list those from the RHA that attended:

Karen Levesque and Rod MacKenzie, Directors, Seniors' Health & Continuing Care

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

- Stensrud Lodge is one of two long-term care homes operated by Jubilee Homes. Upgrades to the Home are ongoing and many of the residents' rooms have been renovated, which has been very much appreciated by the residents and their families.
- Recruitment and retention of Registered and Licensed Practical Nurses is going well at Stensrud Lodge.
- Labour costs, including sick time and overtime, have decreased at Stensrud Lodge as a result of the management team's implementation of a new system for reporting absences. Staff must contact their on-call manager to report an absence and those who are under the peer group sick time average are positively acknowledged amongst their peers. This initiative demonstrates strong leadership, improves team morale and has been very well received by staff.
- A ceiling track lift was purchased in 2017 with funding provided by Saskatoon Health Region.

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

- We continue to work with Saskatoon Health Region on seeking recruitment strategy opportunities for rural long-term care homes.
- A staff member, who has been at Stensrud Lodge for over 30 years, shared that she enjoys her residents, families and colleagues but sees great opportunity in hiring additional staff in order to better meet the basic needs and care levels of the residents.
- An aging workforce has resulted in a decline in the physical health and strength of the staff, making it difficult to manage the increased lifting and transferring, and growing needs of the residents. Succession planning will be critical in the coming years.
- Complexity of care needs continue to rise for individual residents impacting staffs ability to respond to effectively to address all residents care needs in the home.
- There is an opportunity to review, revise and improve processes that are required but that are not considered direct resident care – such as documentation and assessment of Minimum Data Set (MDS), and education and training for Ministry of Health's Special Care Home Program Guidelines. Improving processes and decreasing the time required to do these tasks will allow more time for direct resident care.
- There is an opportunity to improve the orientation process at Stensrud Lodge. It was proposed that new staff could benefit from participating in Saskatoon Health Region's Welcome Onboard Week (WOW) orientation program.

Please describe how 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:

- Stensrud Lodge will be participating in Saskatoon Health Region's Continuing Care Assistant Program, "*Earn While You Learn*", to create awareness and increase the number of recruitment opportunities.
- Stensrud Lodge's management team is currently reviewing staff schedules and processes to identify opportunities for improvement. Additionally, they are conducting human resource meetings focused on decreasing the amount of sick time used by staff.
- Seniors' Health and Continuing Care (SHCC) Quality and Safety Committee is currently reviewing the process of MDS assessments. Their recommendation is for Ministry to implement the new version of MDS, which would result in a decrease of human resource needs and improvements to the process of assessment.
- SHCC has consulted with Saskatoon Health Region Human Resources regarding new staff hired by affiliates attending Welcome Onboard Week and they are currently reviewing the proposal.



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 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 checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **SUNNYSIDE ADVENTIST CARE CENTRE (Saskatoon)**
and Number: 73815
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
97 Long Term Care beds
Age of Building: 53 years (Built in 1964)

Date of visit (DD/MM/YYYY): 28/03/2017

Please list those from the RHA that attended:

Karen Levesque, Director, Seniors' Health & Continuing Care

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

- Sunnyside Adventist Care Centre (Sunnyside) is undergoing major renovations, including expansion of the dining area, physiotherapy area and classrooms, a new multi-purpose room, the addition of two resident lounges and a resident shower. The courtyard has been transformed into a relaxing park. The residents, their families and staff are very excited and look forward to enjoying their newly modernized home.
- Sunnyside became a registered Eden Home in 2017 and has found great success in implementing the Eden Alternative and honouring those organizations committed to the challenging work of transforming traditional approaches to care into a person-directed alternative.
- As part of the Eden Philosophy, staff are permanently assigned to neighbourhoods and form close relationships with residents and their families. Neighbourhood teams are empowered to make decisions as a team, with a client and family centered focus.
- A strong volunteer presence helps focus on lifting the spirits of residents through initiatives such as encouraging families and staff to bring their pets into the home for a visit. As well, local elementary and high school students spend time interacting, bonding and forming meaningful relationships with the residents.
- Sunnyside has partnered with a local artist to showcase his beautiful artwork throughout the Home for residents, their families and staff to enjoy.
- Beds and mattresses were purchased in 2017 with funding provided by Saskatoon Health Region.

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

- As part of their strategic planning, the Board and Administration at Sunnyside are currently working on a proposal for a major expansion at the Home that will increase the number of private rooms available to residents. This expansion would significantly improve the quality of life, comfort and care for residents, their families and staff at the Home as currently over 65 per cent of residents are in shared rooms.
- Sunnyside requires more ceiling track lifts in order to better meet the safety and comfort needs of residents and staff.

Please describe how 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:

- Sunnyside is looking at a strategy to increase the number of private rooms available for residents to improve their quality of life for residents living within the home.
- Seniors' Health & Continuing Care (SHCC) will work in collaboration with Sunnyside, Client Patient Access Services (CPAS) and other long-term care homes to seek opportunities to minimize transfers after short stays in shared rooms at the Home.

- Sunnyside will continue to strive to achieve excellence in the Path to Mastery of the Eden Alternative.
- The equipment needs of Sunnyside will be prioritized along with the needs of other long-term care homes in Saskatoon Health Region.



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 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 checked="" type="checkbox"/> Saskatoon | | |

Facility Name: **WARMAN MENNONITE SPECIAL CARE HOME (Warman)**
and Number: 73816
Demographics: Affiliated with (but not owned & operated by) Saskatoon Health Region
31 Long Term Care beds
Age of Building: 50 years (Built in 1967)

Date of visit (DD/MM/YYYY): 24/03/2017

Please list those from the RHA that attended:

Rod MacKenzie, Director, Seniors' Health & Continuing Care

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

- Warman Mennonite Special Care Home (Warman Care Home) strongly identifies with its mission, values and visions of caring for each other together. The staff are dedicated to caring for the residents with compassion, and respect and pride themselves in going above and beyond in delivering little extra to the residents on a daily basis because they care about them so much.
- Construction is now complete and the assisted living space is available for occupancy. Having this space available creates a safe environment for seniors to age in the community and smoothly transition to long-term care when the time comes for additional care. The added benefit is that when one spouse requires long-term care, both spouses can still live under one shared roof.
- Warman Care Home's new space includes a chapel, hair salon, kitchen, laundry area and event space that can be rented for larger events and social gatherings.
- Residents continue to express gratitude for the exceptional home cooked meals provided by the Home.
- Anna's Garden still serves as a beautiful space in the Home for residents and their families to sit and relax.
- The Resident and Family Council has resumed and will play a more active role in planning events for the Home that focus on identifying and creating opportunities to improve the quality of life for residents.

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

- The home administrator suggests that the additional capacity created by the new assisted living space could be utilized to create rural transitional care beds to assist Saskatoon Health Region with patient flow issues.
- The home has a willingness to provide palliative care and would like to explore opportunities to create a suitable space to accommodate the resident and family.
- Warman Care Home's administration has identified many opportunities for improvement and items requiring attention, including new tubs and lifts, an aging boiler system, an air conditioning upgrade and acquisition of a new WanderGuard system.
- Complexity of care needs continue to rise for individual residents impacting staffs ability to respond to effectively to address all residents care needs in the home.

Please describe how 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:

- Saskatoon Health Region will work with its Facilities Management department to explore the level of support available to address the home's structural and safety needs.
- The newly implemented Quality and Safety Committee in Seniors' Health and Continuing Care (SHCC) has begun working on quality improvement initiatives that will improve the care and safety for the residents and

improve safety for staff. Including plans to manage and prevent pressure ulcers in residents and to decrease the number of injurious falls. Additionally, a toolkit is being developed that will assist managers to work with their teams to decrease staff shoulder and back injuries.

- SHCC is in review of behavioral support resources with plans to increase support in order to address the growing need for these services in long-term care.
- The Community Paramedic Program offered through MD Ambulance has recently expanded to include the Warman area. Having this service available to the home may offer additional support to help meet resident care needs and avoid hospitalizations.

