

## 2016 RHA CEO Long-Term Care Facility Visits

Since spring 2013, CEOs of Regional Health Authorities (RHAs) have been conducting annual tours of long-term care facilities across the province. The goal of these annual tours is to find out what's working well, what can be improved, and how the funds accessed by health regions under the Urgent Issues Action Fund (UIAF) have benefitted long-term care residents in Saskatchewan.

The Urgent Issues Action Fund was created in October 2013 to provide \$10.04 million to address priority issues identified by health regions stemming from CEO tours of long-term care facilities. A further \$3.8 million was committed for on-going pressures in 2014/15 and beyond.

Health region CEOs conducted tours of long-term care facilities in 2016. The following pages offer additional information about the CEO findings, by health region.

To access the results of the 2013, 2014, 2015 and 2016 Health Region CEO long-term care tours, visit <http://www.saskatchewan.ca/government/government-structure/ministries/health/other-reports/ceo-visits-to-long-term-care-facilities>.

## 2016 CEO Long-Term Care Tour Summary: Athabasca Health Authority

What is working well:	Issues:
<ul style="list-style-type: none"><li>• Additional training regarding food safe/handling</li><li>• Education on nutrition, portion sizes, how foods may impact chronic conditions</li><li>• Relaxed breakfast</li></ul>	<ul style="list-style-type: none"><li>• Not enough recreational activities</li></ul>
Proposed Actions:	
<ul style="list-style-type: none"><li>• Utilize Resident/Family Council meetings to share information and provide education.</li></ul>	

# 2016 CEO Long-Term Care Tour Summary:

## Cypress Health Region

What is working well:	Issues:
<ul style="list-style-type: none"><li>• Small home model well received</li><li>• Active Resident/Family Councils in place</li><li>• Good recreational activities</li><li>• Good staff</li><li>• Facilities are clean</li><li>• Relaxed breakfasts in some facilities</li><li>• Resident input in menu planning</li><li>• Families feel involved and welcomed</li></ul>	<ul style="list-style-type: none"><li>• Individual preferences for meals/snacks</li></ul>
Proposed Actions:	
<ul style="list-style-type: none"><li>• On-going staff education</li><li>• Continue to work with Resident/Family Councils to implement improvement ideas</li><li>• Review and adjust staffing levels and mix</li></ul>	

## 2016 CEO Long-Term Care Tour Summary: Five Hills Health Region

What is working well:	Issues:
<ul style="list-style-type: none"> <li>• Daily Visual Management and other quality improvement initiatives</li> <li>• PIECES training</li> <li>• Recreational activities</li> <li>• Project to reduce use of antipsychotics</li> <li>• Mistake proofing project to eliminate pressure ulcers</li> <li>• Communication boards in rooms</li> <li>• Hi/low beds have reduced injuries from falls</li> <li>• Quality improvement project to increase amount of time spent on resident care</li> <li>• Some successes in staff recruitment</li> <li>• Resident/Family Councils</li> <li>• Purposeful Rounding</li> </ul>	<ul style="list-style-type: none"> <li>• Meals/snacks (more fresh fruit)</li> <li>• Off-site facility managers</li> <li>• Family engagement</li> <li>• Staffing levels, particularly at peak care demand times</li> <li>• Facility-specific infrastructure concerns</li> <li>• Enhanced recreational programming at some facilities</li> <li>• Limited access to outdoor spaces in some facilities</li> </ul>
Proposed Actions:	
<ul style="list-style-type: none"> <li>• Additional 5S opportunities identified</li> <li>• Explore opportunities for capital investments</li> <li>• Engage families to improve attendance at Resident/Family Council meetings</li> <li>• Continue to embed antipsychotic use project and replicate to other facilities</li> <li>• Replicate mistake proofing project to other facilities</li> <li>• Continue to implement Purposeful Rounding</li> </ul>	

## 2016 CEO Long-Term Care Tour Summary: Heartland Health Region

What is working well:	Issues:
<ul style="list-style-type: none"> <li>• Food is good quality; accommodate requests</li> <li>• Recreational activities</li> <li>• Quality of life</li> <li>• Improved outdoor areas</li> <li>• Resident/Family Councils in place</li> <li>• Community Paramedicine (where available)</li> <li>• Staff are wonderful</li> <li>• Good nursing care</li> <li>• Management is responsive to individual needs and concerns</li> <li>• Use of technology to communicate with family</li> <li>• Families feel welcome</li> <li>• Purposeful Rounding has positive impact</li> </ul>	<ul style="list-style-type: none"> <li>• Some facility-specific infrastructure issues</li> <li>• Some concerns about wandering residents</li> <li>• Staffing levels</li> <li>• Recruitment and retention of staff, especially in rural areas</li> <li>• Some concerns about laundry (labeling; lost items)</li> </ul>
Proposed Actions:	
<ul style="list-style-type: none"> <li>• Working with dietary departments to address minor meal and snack issues</li> <li>• Working with building/maintenance directors to address facility issues, where possible</li> <li>• Explore further opportunities for Community Paramedicine models</li> <li>• Work with local educational institutions to improve access to courses</li> <li>• Staffing and waitlist issues to be reviewed by Director and placement committee</li> </ul>	

## 2016 CEO Long-Term Care Tour Summary: Keewatin Yatthé Health Region

What is working well:	Issues:
<ul style="list-style-type: none"><li>• Meals/food</li><li>• General environment/patients feel safe</li><li>• Quality of care provided by health care professionals</li><li>• Recreational activities</li></ul>	<ul style="list-style-type: none"><li>• Would like to see more traditional foods</li><li>• Some personal preferences regarding menu</li><li>• Staffing levels</li><li>• More recreational activities</li></ul>
Proposed Actions:	
<ul style="list-style-type: none"><li>• Share information with appropriate management/leadership.</li><li>• Share information with recreation, nutrition and care staff.</li></ul>	

## 2016 CEO Long-Term Care Tour Summary: Kelsey Trail Health Region

What is working well:	Issues:
<ul style="list-style-type: none"> <li>• Good care</li> <li>• Recreational activities</li> <li>• Staff are respectful and kind</li> <li>• Resident/Family Councils</li> <li>• Concerns addressed in a timely manner</li> <li>• Gentle Persuasive Approaches training well received</li> <li>• Family and community members feel welcome</li> <li>• Infection Control standards are very high</li> <li>• Meals are enjoyable and individual preferences are accommodated as much as possible</li> </ul>	<ul style="list-style-type: none"> <li>• Response time to answer call bells</li> <li>• Staffing levels</li> <li>• Some residents would like more baths per week</li> <li>• Ensure all care staff are familiar with proper lifting and positioning techniques</li> <li>• Some concerns regarding the timeliness of medication reviews; communication regarding medication changes</li> <li>• Access to therapies</li> <li>• Some facility-specific infrastructure issues</li> <li>• Some communication issues between staff, management and residents/families</li> <li>• Some concerns regarding quality of meals and choice</li> </ul>
Proposed Actions:	
<ul style="list-style-type: none"> <li>• Review staffing and regionalize per-bed staffing ratios</li> <li>• Standardize admission process across the region</li> <li>• Develop Continuing Care Aide hiring package</li> <li>• Increase meal and snack choices for residents</li> </ul>	

## 2016 CEO Long-Term Care Tour Summary: Mamawetan Churchill River Health Region

What is working well:	Issues:
<ul style="list-style-type: none"><li>• Resident/Family Council</li><li>• Families are engaged</li><li>• Staff training to respond to challenging situations</li></ul>	<ul style="list-style-type: none"><li>• Language barriers between some staff and residents</li><li>• Increased administrative work reduces time for direct client care.</li></ul>
Proposed Actions:	
<ul style="list-style-type: none"><li>• Cree language training for staff.</li><li>• Additional staff to increase direct client care.</li><li>• Continue to engage families.</li><li>• Continue to provide staff training to appropriately manage challenging behaviours.</li></ul>	



## 2016 CEO Long-Term Care Tour Summary: Prairie North Health Region

What is working well:	Issues:
<ul style="list-style-type: none"> <li>• Purposeful Rounding is showing success</li> <li>• Recreational activities, including weekends</li> <li>• Meals and snacks, including addition of more fruits and vegetables</li> <li>• Capital investments (nurse call systems; bed alarms)</li> <li>• Decreased falls (fall mats and bed alarms have been purchased)</li> <li>• Resident/Family Councils</li> <li>• Concerns are heard and resolved</li> <li>• Resident/family input into menus</li> <li>• Family and community involvement</li> <li>• Improvements to outdoor living areas</li> <li>• Wall walk/quality improvement initiatives</li> <li>• Capital improvements and increased staffing support through the use of Urgent Issues Action Fund appreciated</li> </ul>	<ul style="list-style-type: none"> <li>• Need more ceiling tracks and lift systems; low beds</li> <li>• Some facility-specific infrastructure concerns</li> <li>• Wandering residents in some facilities</li> <li>• Some issue with lack of access to Wi-Fi</li> <li>• Physician attendance at case conferences</li> <li>• Better communication needed with family, particularly around activities</li> <li>• Access to therapies</li> <li>• Staffing levels</li> <li>• Transportation for activities at some facilities</li> <li>• Recruitment and retention of staff</li> </ul>
Proposed Actions:	
<ul style="list-style-type: none"> <li>• Continue to implement Purposeful Rounding</li> <li>• Capital items have been identified and prioritized for purchase</li> <li>• Continue to engage families and community</li> <li>• Concerns regarding meal services being addressed by Dietary Supervisors</li> <li>• Continue to review opportunities for enhanced staffing for Continuing Care Aides</li> <li>• Look at ways to reduce duplication of forms/reports to free up time for front-line staff/management to spend with residents</li> </ul>	

## 2016 CEO Long-Term Care Tour Summary: Prince Albert Parkland Health Region

What is working well:	Issues:
<ul style="list-style-type: none"><li>• Good communication between staff, management and residents/family</li><li>• Recreational activities</li><li>• Staff provide great care</li><li>• Meals</li><li>• Resident/Family Councils</li><li>• Families and community are engaged</li><li>• Hand hygiene compliance</li><li>• Clean and welcoming facilities</li></ul>	<ul style="list-style-type: none"><li>• Some facility-specific infrastructure/maintenance issues</li><li>• Outings are restricted due to lack of transportation at some facilities</li><li>• Individual preferences for meals/snacks</li><li>• Staffing levels</li><li>• Some concerns about quality of food</li></ul>
Proposed Actions:	
<ul style="list-style-type: none"><li>• Share successes of Eden model with other facilities</li><li>• Continue to provide resident feedback to Regional Director of Nutrition Services</li><li>• Continue to have recreation workers meet and share programming for facilities in the region</li><li>• Ongoing regional review of staffing levels in facilities</li><li>• Dietary menu change across region to add more fruits and vegetables</li></ul>	

## 2016 CEO Long-Term Care Tour Summary: Regina Qu'Appelle Health Region

What is working well:	Issues:
<ul style="list-style-type: none"> <li>• Home-like environment; clean facilities</li> <li>• Good food; choices</li> <li>• Fall prevention strategies</li> <li>• Great staff</li> <li>• Capital upgrades and investments (nurse call systems; hot food carts)</li> <li>• Daily Visual Management and other quality improvement initiatives</li> <li>• Family and community involvement</li> <li>• Relaxed breakfasts</li> <li>• Outdoor living areas</li> <li>• Communication between staff, management and residents/family</li> <li>• Recreational programming</li> <li>• Resident/Family Councils</li> <li>• Purposeful Interactions well received</li> <li>• Hand hygiene compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Some facility-specific infrastructure issues</li> <li>• Lack of progress on the enhanced dining initiative in some facilities</li> <li>• Some residents would like to see enhanced recreational programming</li> <li>• Recruitment of staff, particularly in rural areas</li> <li>• Limited access to physician/nurse practitioner in some facilities</li> <li>• Access to therapies</li> <li>• Staffing levels in some facilities</li> <li>• Some concerns with managing an increase in challenging behaviours; wandering residents</li> <li>• Some residents would like more baths</li> <li>• Transportation for outings</li> <li>• Uptake on Purposeful Interactions by staff</li> </ul>
Proposed Actions:	
<ul style="list-style-type: none"> <li>• Develop and implement consistent therapeutic recreation program standards</li> <li>• Work with Nutrition and Food Services to enhance dining experience</li> <li>• Reviewing staff recruitment strategies</li> <li>• Continue with quality improvement initiatives</li> <li>• Continue to implement Purposeful Interactions</li> </ul>	

## 2016 CEO Long-Term Care Tour Summary: Saskatoon Health Region

What is working well:	Issues:
<ul style="list-style-type: none"> <li>• Follow up from 2015 CEO LTC Tours</li> <li>• Resident/Family Councils</li> <li>• Community Paramedicine program</li> <li>• Capital investments such as additional beds, nurse call systems, dining equipment</li> <li>• Engaged staff; feel they can share improvement ideas</li> <li>• Community involvement</li> <li>• Meals, including individual preferences</li> <li>• Recreational activities</li> <li>• Daily huddles; wall walks; other quality improvement initiatives</li> </ul>	<ul style="list-style-type: none"> <li>• Some homes require additional ceiling track lifts, beds, tubs or other capital investments</li> <li>• Better collaboration needed between long-term care, home care and public health</li> <li>• Recruitment of Continuing Care Aides continues to be a challenge, particularly in rural areas</li> <li>• Some deficiencies related to capital items (nurse call systems)</li> <li>• Staffing levels</li> <li>• Access to therapies and social work</li> <li>• Staff morale in some facilities</li> <li>• Some facility-specific infrastructure concerns</li> <li>• Increasing challenges in managing residents with aggressive behaviours; availability of Behaviour Support Team</li> </ul>
Proposed Actions:	
<ul style="list-style-type: none"> <li>• Prioritize equipment needs.</li> <li>• Identify opportunities and plan for enhanced collaboration between long-term care, home care and public health.</li> <li>• Work with Human Resources to develop a strategy to recruit and retain Continuing Care Aides and other staff.</li> <li>• Continue to implement Purposeful Rounding.</li> <li>• Develop a plan to ensure residents receive appropriate palliative care services.</li> <li>• Develop a plan to standardize supplies across the region.</li> </ul>	

## 2016 CEO Long-Term Care Tour Summary: Sun Country Health Region

What is working well:	Issues:
<ul style="list-style-type: none"><li>• Meals, including resident input</li><li>• Residents and families feel they can express concerns</li><li>• Families feel welcome</li><li>• Resident/Family Councils</li><li>• Home-like environment; clean facilities</li><li>• Recreational activities, especially outings</li><li>• Good leadership</li><li>• Purposeful Rounding positively received</li><li>• Family and community engagement</li><li>• Good care; responsive staff</li></ul>	<ul style="list-style-type: none"><li>• Some residents would like more activities, especially on weekends</li><li>• Some facility-specific infrastructure issues</li><li>• Some residents would like more baths</li><li>• Some individual meal preferences; variety</li><li>• Still some challenges with name tag compliance</li><li>• Some concerns with wandering residents</li></ul>
Proposed Actions:	
<ul style="list-style-type: none"><li>• Continued dialogue at Resident Council meetings</li><li>• Dietary suggestions to be addressed at the facility level</li><li>• Continue to implement Purposeful Rounding</li><li>• Continue to focus on resident-centered care</li></ul>	

## 2016 CEO Long-Term Care Tour Summary: Sunrise Health Region

What is working well:	Issues:
<ul style="list-style-type: none"> <li>• Facilities are clean and welcoming</li> <li>• Resident/Family Councils established</li> <li>• Food is very good; residents involved in menu choices</li> <li>• Residents feel they can speak up about concerns</li> <li>• Good recreational activities</li> <li>• Wall walks in effect</li> <li>• Staff are kind and thoughtful</li> <li>• Residents receive good care</li> <li>• Access to electronic devices/internet to communicate with family</li> <li>• Improved safety for staff and residents with additional ceiling track lifts</li> <li>• Good hand hygiene compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Some feedback around portion sizes; variety; individual preferences at meal time</li> <li>• Waiting for call bells to be answered</li> <li>• Increase baths to more than once a week</li> <li>• Some outstanding issues with laundry getting lost</li> <li>• Some facility-specific infrastructure concerns</li> <li>• Some sites have high restraint use</li> <li>• Some facilities could use more ceiling track lifts</li> <li>• Access to therapy services</li> <li>• Not enough staff</li> </ul>
Proposed Actions:	
<ul style="list-style-type: none"> <li>• Will address individual resident preferences and needs at meal time (portion sizes and timing of meals)</li> <li>• Continue with Purposeful Interactions to address care needs proactively</li> <li>• Replicate standardized sling and lift safety checks throughout the region</li> <li>• Infection Prevention and Control is working on standardized signage for the general public</li> <li>• Review staffing levels</li> <li>• Continue to replace and purchase lifts and slings as budget allows</li> </ul>	