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**Subject:** Seniors Services Quality Improvement Report April to June 2019

**Report to:** Public Health and Social Services Committee

**Report date:** Tuesday, September 10, 2019

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## Recommendations

That this report **BE RECEIVED** for information.

## Key Facts

The purpose of this report is to provide Committee and Council with highlights of quality initiatives and outcomes in Seniors Services from April to June 2019. Areas of focus in this quality update include:

- Indicator Analysis – Skin and Wound Care
- Innovation – Implementation of scheduling software Vocantas
- Road to Zero - Lost Time Claims Update

## Financial Considerations

The activities highlighted in this report were funded within the 2019 approved operating budgets. The Ministry of Health and Long-Term Care (MOHLTC) and the Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) are the primary sources of funding for the Seniors Services division. Other funding sources include user fees and levy.

## Analysis

### Indicator Analysis – Skin and Wound Care

Seniors Services has transitioned to the full use of an electronic health record (EHR) by all members of the interdisciplinary team. All regulated health care providers including registered nurses, registered practical nurses, physicians and dieticians document assessments and progress notes in the EHR. The program that is used to support the EHR (Point Click Care) has various applications available, and in November 2018, Seniors Services launched a pilot program to implement the Skin and Wound Care application at The Woodlands of Sunset. In early 2019 the application was implemented in the other seven long-term care (LTC) homes.

The Skin and Wound application allows care providers to capture an image of a wound, which is uploaded to the resident's chart via an iPad. The application measures the area and allows for easy calculation of change in skin and wound status. This allows the

health care team to collaborate and identify required treatments through the sharing of diagnostic information. The image can be reviewed on the electronic medical record by a physician or nurse practitioner without having to disturb a resident's wound dressing. A wound is a breakdown of tissue below the skin's surface, which causes damage to the underlying tissue. Common causes of skin and wound issues are from pressure, cuts, friction and some skin cancers.

As indicated in Appendix 1, Seniors Services' average for worsened stage 2-4 pressure ulcers is 3.7% and the provincial average is 2.6%. To continue in our efforts to improve wound care and reduce this rate, nursing staff completed wound care training in collaboration with York University and consistent protocols have been implemented across the homes. The LTC homes will continue to monitor and analyze wound metrics to evaluate the effectiveness of quality improvement efforts.

### **Innovation – Implementation of scheduling software Vocantas**

Seniors Services, in collaboration with Niagara Regional Police Service, issued a Request for Proposal for a staff call-out solution. The successful bidder was a company called Vocantas. The system is an automatic shift call out system that integrates with the current Kronos payroll system.

The system automates scheduling processes to provide call outs to employees in accordance with collective agreement language, seniority and business rules. Employees are provided with shift offers by text, phone and email and they then respond to these indicating if they have an interest in available shifts. Staff are then notified through the automated system if they have been successful in being awarded the shift.

Vocantas was launched successfully in June 2019 and has helped automate LTC scheduling. The scheduling department provides a centralized scheduling service for the nursing departments of the eight LTC homes. It also has a robust reporting system to track shifts, time of calls and responses. This system prevents the need for repetitive phone calls offering shifts one at a time to staff members and reduces the potential for error.

### **Road to Zero - Lost Time Claims Update**

The 'Road to Zero' program was implemented in 2009 to decrease workplace incidents that result in lost time claims. A strong commitment to a safety culture was established and has been sustained. Training, safety talks, safety walks, investment in equipment (e.g. resident lifts and high-low beds) have contributed to a significant decrease in lost time claims since 2010. The majority of claims submitted are due to musculoskeletal disorders (MSDs), slips, trips, falls and responsive behaviours. In 2009, there were 90 lost time claims and in 2018, there were 20. At the end of Q2 2019, there were eight lost time claims.

Table 1, provided by the Corporate Health & Safety Advisor, shows a summary for 2018 and cumulative Q1 and Q2 results for 2019. As illustrated in the chart below, Seniors Services has continued to see improved outcomes, as has been the trend year over year.

Table 1:  
**2019 Seniors Services Road to Zero**

<b>KPI</b>	<b>2018</b>	<b>YTD (Q2) 2019</b>	<b>2019 Target</b>
WSIB Claims	102	30	86
Lost Time Claims	20	8	13
Health Care Claims	82	22	73

In 2019 a focus on the prevention of the top three types of injuries (MSDs, slip, trip, falls and responsive behaviours), will continue. Strategies for continued success includes a strong emphasis on training and awareness.

### **Alternatives Reviewed**

Not applicable.

### **Relationship to Council Strategic Priorities**

Not applicable (pending the development of Council's new Strategic Priorities).

### **Other Pertinent Reports**

Not applicable.

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*This report was prepared in consultation with Jordan Gamble, Program Financial Specialist and reviewed by Henri Koning, Director, Seniors Services.*

**Appendices**

Appendix 1          Seniors Services Report Card 2019

Appendix 1 Seniors Services Report Card 2019

Measures	Definition	2019 Q1	2019 Q2	2019 Q3	2019 Q4
<b>Seniors Long Term Care Home Metrics</b>					
<b>Cognitive Impairment</b>	This metric provides a percentage of residents whose diagnosis includes dementia, other than Alzheimer's or related neurologic diseases after the resident assessment has been completed. (Q2 2018 results: 67.2)	66.7	66.1		
<b>Resident Satisfaction Survey</b>	This metric provides a measure of the resident's perception of the services and overall rating of a great place to live. The resident satisfaction survey is issued annually. The 2017 MBN median for upper-tier municipalities was 95%. In 2017 for all 8 Niagara Region LTC was 95%.	95			
<b>Pressure Ulcers</b>	This is a measure of the # of worsened stage 2-4 pressure ulcers documented on their target assessment and the stage of pressure ulcer is greater on their target assessment than on their prior assessment (Prov. Avg. 2.6%). (Q2 2018 results: 3.66)	3.7	3.73		
<b>Outbreaks</b>	The resident home area may be declared in outbreak by Public Health if two or more residents residing in the same resident home area have two or more consistent infectious symptoms (2018 total was 15) (Q2 2018 results: 4)	15	4		
<b>% of Resident who have fallen in the last 30 days</b>	This is a measure of the % of residents who sustained a fall in the last 30 days recorded on their target assessment. (Prov. Aver. 16.25%). (Q2 2018 results: 15.76)	17.05	18.25		
<b>% of Residents with New Fractures</b>	This is a measure of the % of residents who sustained a fracture during this quarter on their most recent assessment. This total includes any fracture that may occur. The goal is to minimize all fractures. (Prov. Aver. 2.1%) (Q2 2018 results: 1.66)	1.74	0.79		

<b>Seniors Community Programs</b>					
<b>Number of unique individuals served in 2018</b>	Individual is counted once in a calendar year regardless of the number of services one individual may be accessing. (Q2 2018 results: 1695)	1682	1698		
<b>% satisfied with overall services</b>	Average across all SCP programs. (2018 results 97%.)	97			
<b># of complex case consultations</b>	Multi-agency collaboration is required to support the diverse needs of the individual in developing a community plan of support/care. (Q2 2018 results: 28)	10	23		