

Annual Report 2010-11

A-List Magazine

Buchanan Lodge is pleased to announce that the citizens of New Westminster have once again voted us as one of the three best care facilities in the community. We have a small advertisement in the A-List Magazine that is sent to every home.

Accreditation Canada Survey

The survey with Accreditation Canada was conducted in June 2011.

The surveyors, Kathy Giene and Sandra Schmidt, had many positive things to comment on during the course of their survey. Buchanan was acknowledged for a number of positive core strengths such as:

- Compassionate, resident-centered care and services
- Spiritual/Pastoral care
- Strong staff and volunteer commitment and engagement
- Preventative maintenance program; facility maintenance and project work
- Resource management
- Infection control
- Falls prevention initiative
- Ethics framework and process
- E-Mar (medication administration) system
- Family Council
- Palliative Care Program
- Promotion of work-life balance
- Strong external partnerships

This means that Buchanan Lodge is accredited for the period of June 2011 to June 2014. We will have some follow-up to complete in the coming months in order to maintain our accreditation status. There are some priority action items that we will need to address such as:

- develop a formal integrated quality management framework
- carry out at least one resident safety-related prospective analysis per year, and implement appropriate improvements
- clearly define the roles, responsibilities, and accountabilities of leaders, staff, service providers and volunteers for resident care and safety
- evaluation of compliance with accepted hand hygiene practices as part of our infection prevention and control
- carry out a full evacuation exercise as part of our emergency preparedness

The Salvation Army will be conducting an accreditation survey with us next year on April 30 and May 1, 2012.

Christmas Project

We raised over \$8,000 for a new audio-visual system in the Multipurpose Room. Thank you again to all who generously donated towards this project. In addition to the electronic white screen, new speakers, and digital projector, we were able to purchase a laptop, Blu-ray player and sub-woofer for improved sound.

Resident & Family Council

The Resident & Family Councils were very active this year. Their involvement in enriching the lives of others is significant. While they do have a lot of fun with various projects including gardening, renovations to resident areas, resident activities, fundraising events, Fall and Spring Fairs, their impact is meaningful. Thank you to both groups for all that you do.

Fraser Health Regional News

Family Satisfaction Survey

Fraser Health, in conjunction with Residential Care facilities such as Buchanan Lodge, conducted a Family Satisfaction Survey in the Spring 2011. The results of the survey will be available soon and we will let you know when if you would like a copy.

Capital Monies

With respect to health services, one of the main issues identified has been the challenge of funding capital needs and projects, especially with aging facilities. Over 5,000 new beds were built in Fraser Health within the past six years, and operating monies have been provided to operators. Unfortunately, planning for the capital needs of existing facilities for renovations and projects has been little to none. The Government recognizes this as a significant issue.

Ombudspersons Report

The first report from the Ombudsperson's office of BC came out in 2010. A lot of recommendations were made to the Health Authorities, and some progress has been made by the Health Authorities. A final report is due out from the Ombudsperson's office later this year.

Spiritual Care

It has been recognized by many that spiritual care should be a core service within health services. Since Fraser Health eliminated all of its spiritual care positions two years ago that there has been a significant loss to the public in terms of care and services at various points of need. Many people have expressed their concerns since spiritual care was eliminated as a core service. In our meeting with the Minister of Health he concurred that this is a priority they want to address in the near future. There is a working group formed, and we will keep you posted on the developments.

Medical Coordinator Services

Once again Fraser Health approved an increase in sessional hours for our Medical Coordinator, Dr. David Freedman, who is approved for 80 sessions annually. Dr. Freedman continues to do daily rounds including enhanced rounds and consultation on Tuesday mornings. He attends every care conference on Thursday afternoons. We are grateful for Dr. Freedman's dedication and exceptional services.

We have also brought in another physician, Dr. Nick Petropolis, and we are very happy to welcome him to our team. Dr. Petropolis is the Medical Coordinator at Queen's Park Hospital in New Westminster, and he also has his own practice. Dr. Petropolis is committed to taking a number of residents as they come to Buchanan.

Provincial – Ministry of Health Services Updates

Criminal Record Checks

In 2009, the Criminal Records Review Act was expanded to help protect vulnerable adults from physical, sexual or financial abuse.

All individuals who work with children or vulnerable adults, or have unsupervised access to children or vulnerable adults in the ordinary course of their employment, are covered under the Criminal Records Review Act.

As such, Buchanan Lodge ensured that each of our staff completed and signed the Consent to a Criminal Record Check form. These were processed through the Ministry in Victoria in June 2011.

Mandatory rechecks are required every five years. Buchanan will also be responsible to track when each staff member is due for a five year re-check.

Standardized Residential Care Agreement

The Ministry of Health Services has been working with licensed care facility operators over the past seven years to come to agreement on a Standardized Residential Care Agreement outlining the performance expectations of health service providers in relation to the Health Authorities as funders. There continues to be outstanding matters of difference on the agreement, but the Ministry has told the operators that there will be a phased in approach for signing the agreement by April 2012.

An example of one of the expectations from the Health Authorities is that service providers such as Buchanan will maintain a minimum 99% occupancy level. Is this achievable and/or realistic?

Buchanan is a member of the DHA, and we met with Hon. Minister of Health, Mike de Jong, in June 2011, and he was responsive to our concerns regarding the language of this agreement. The ball is in the courts of the Ministry as we move forward to 2012.

Home and Community Care Manual

The newly revised Home and Community Care Manual was finally released in the Spring of 2011 after more than five years of work. One of the significant changes dealing with residential care was new guidelines for health service providers on “allowable charges” to families and/or residents. We have outlined our charges in our Family Resource Handbook, and we are aligned with the current guidelines.

Advance Care Planning & Advance Directives

The Ministry of Health released a report on advance care planning directions. Advance care planning is the process of a capable adult taking over their beliefs, values, and wishes about the health care they wish to consent to or refuse, with their health care provider and/or family, in advance of a situation when they are incapable of making health decisions. On September 1, 2011, in addition to being able to name a representative in a representation agreement (RA), an adult will be allowed to make an advance directive.

Financial Update

Operating Fund	(9,094)		
Capital Fund	(66,853)		
Restricted Funds	22,586		
Overall 2011	(53,361)	Overall 2010	(38,022)

Summarized Statement of Operations 2010-11

Operating Revenue:

Fraser Health Authority:

Operating Grants	\$ 5,688,059.00
Capital contributions (note 8)	\$ 42,678.00
Total Fraser Health Funding	\$ 5,730,737.00

Other Revenue:

Residents Contributions	\$ 1,838,089.00
Grants from Salvation Army	\$ 202,388.00
Other Capital Contributions	\$ 48,586.00
Other Revenue	\$ 103,006.00
Total Revenue	\$7,922,806.00

Operating Expenses:

Administration & Divisional support	\$ 219,751.00
Contracted services	\$ 115,302.00
Food & kitchen supplies	\$ 260,276.00
Maintenance and repairs	\$ 305,255.00
Minor furniture & equip/amortization	\$ 162,044.00
Property charges	\$ 346,057.00
Salaries & benefits	\$ 6,402,801.00
Supplies and others	\$ 164,681.00
Total Expenses	\$7,976,167.00

Net Excess (or Deficiency) \$ (53,361.00)

Capital Projects & Planning

Carpet Care & Maintenance

We are bringing ServiceMaster Clean in bi-weekly to perform carpet cleaning and maintenance on our main hallways and living room carpeted areas.

Additionally, ServiceMaster has cleaned of all of our dining rooms chairs and multipurpose room chairs.

Notice-Activity Boards

FORBO bulletin board material was installed on the notice board wall in each of the four houses where the old white activity boards were located. We re-painted the surrounding area including handrails, and the new FORBO covering cleaned up the blackened marker residue.

Private Dining Rooms, Activity Areas & Nursing Stations

You will notice that we are repairing walls and re-painting the private dining rooms, activity areas and nursing stations on all four houses. It is our hope that these areas will be warmer and more inviting for our residents and visitors.

Capital Equipment

Planned replacement last year of 19 electric hi-lo beds and mattresses, two new blanket warmers, two Sabina sit-to-stand lifts, two commercial washers-extractors.

We recently purchased three new shower chairs, two Golvo full lifts and another six electric hi-lo beds with mattresses.

Fire Safety and Monitoring

Buchanan undertook a full review of its fire safety practices and monitoring services. We awarded the contract for fire monitoring and inspections to Black Tusk Fire & Security. Black Tusk monitors our home 24/7 and upon the first annual inspection of our fire safety equipment and systems, they discovered 14 deficiencies that were addressed within a few months. Additionally, we updated our Fire Safety Plan and wall plaques.

Multipurpose Room Kitchen

The Resident Council had a successful year fund-raising and they are already putting it to good use. We are updating our multipurpose room kitchen with some additional counter space and kitchen cabinets. Our volunteers eliminated unused items from the kitchen.

Quality Care & Safety Initiatives

Buchanan Lodge maintained an occupancy level of 98.7% in the 2010-11 fiscal period. This is very good considering the renovations to resident rooms including new plank flooring, wall repairs and painting, new toilets. 41 resident rooms have been updated since May 2010, for a total cost of over \$100,000.

We continue to focus on resident safety, quality care and services as a priority. Our team is working on three important initiatives that will carry over to the next year. These include falls prevention and injury reduction and reduction of injuries associated with resident handling activities such as assisting residents to stand from a sitting position, etc. The teams working on these initiatives will be setting specific targets to reduce injuries and improve safety for residents and staff. Thirdly, we are assessing the risk for injuries due to aggression and will be making recommendations on how we can mitigate this risk. Next year, we will provide specific data and progress updates on how we are reaching our targets/goals.

The team worked hard with Community Care Pharmacy, our partner, in working out deficiencies with the new electronic medication management system (Emar). The system is functioning well and the team leaders received additional training and support on the system. We continue to schedule regular meetings with the pharmacy to dialogue on ways to improve the system so that everyone benefits. One of the key outcomes is that the Emar system does help to reduce the chances of making medication errors.

Significant progress was made this year to ensure that our team leaders conducted timely assessments for residents within two weeks of moving in to Buchanan Lodge, as well as ongoing quarterly assessments. The accuracy of these assessments has improved, and we are now exporting this information to the Canadian Institute for Health Information for the purposes of communicating our acuity and needs to Fraser Health Authority. Our funding will be dependent on providing this data in the future.

Furthermore, the interdisciplinary team is working hard in conjunction with attending our care conference sessions to provide meaningful e-care planning that guides the team in providing quality care and services to the residents.