

Family Council Minutes

Meeting Date: October 29, 2015

Time: 6:30 – 8:30 pm

Location: Riverside Glen Long Term Care Physio Room/gym

Guest Speakers: Hubrecht Quist & Brenda Braun

Topic: The roles and responsibilities of the Director of Nursing and the Assistant Director of Nursing

Chairperson: Siobhan Bulmer

Secretary: Betty McKittrick

Six members attended the meeting

(times are approximate)

6:30-6:45 pm

Welcome new and returning members.

Distribution of sign in sheet, agenda, previous month's meeting minutes, management responses.

6:45-8:15 pm

Guest Speakers: Hubrecht Quist & Brenda Braun

Brenda Braun is the new Assistant Director of Nursing

-she began her position in September 2015

-she is a registered nurse, has been working in the field of senior care for 30 years and has worked in five provinces

-she has an interest in infection control but is not the infection control lead at Riverside Glen (the ICP is Andrea Feyes)

-currently 94% of residents have received the Influenza vaccine

-influenza vaccination is not mandatory for staff but management is trying to offer incentives to encourage vaccination

-staff vaccination has just started and the hope is to match or exceed last year's 90% vaccination rate

-Council members suggested that posters should be put up around the home reminding family and friends to get their flu shots and perhaps a reminder could be included in upcoming newsletters

Hubrecht Quist is the new Director of Nursing

-his initial education was in Agricultural Economics but his interests changed and he graduated as a Registered Nurse in 2009

-he started working at Riverside Glen in 2013 as an RN, then became Assistant Director of Nursing and assumed his current position August 2015

-his philosophy of management is "keep it simple"

-one of his initiatives is to standardize the shifts for RNs

-currently half of the RNs start at 6:30 am/pm and half start at 7:00 am/pm

-he would like to see all RNs begin at 6:30 am/pm

-Family Council are very supportive of this change and encourage management to adopt this suggestion

-members raised the question of Point of Care tablets, they have been promised since 2012 and still have not appeared

-Hubrecht indicated that the new long term care home in Waterloo has point of care tablets and is using the "Medicare" system and not the "Goldcare" system that is in all other Schlegel homes.

-he feels it is unlikely that Riverside Glen will be upgraded to point of care tablets in 2016

-members asked who the physicians are that service the home

-As of November 1, 2015:

-Dr. Ruddock is the medical director and serves Eramosa, Mapleton & Nichol

-Dr. Lee is new to Riverside Glen and she will be serving 1/2 of Puslinch

-Dr. Fewster serves 1/2 of Puslinch

-Dr. Traplin serves Erin

-Dr. Spadafora serves Arthur

-two new initiatives have been introduced to track medication patches for Nitroglycerin and Fentanyl

-the hope is to reduce medication errors and deter possible pilfering of patches, particularly Fentanyl which is a potent narcotic

-medication sheets are now dispensed for every resident who has a medication patch

-nursing staff must document when the patch is applied and removed and stick the removed/used patches onto the medication sheet for tracking

-Nursing staff have attended an education session on the use of these sheets and the importance of tracking the patches

-this should help to minimize the risk to residents that results from multiple patches being left on them or patches not being applied according to medical instructions

-there is a new falls prevention initiative called "Falls Champions"

-one staff member from each neighbourhood will receive extra training in falls prevention and the lead will be Laura Kratz (kinesiologist)

8:15 – 8:30pm

Council Business

1. Review and approval of previous meeting minutes.

-reviewed & approved

2. Updates arising from previous minutes

-none

3. Upcoming Guest speakers & suggestions for meetings

-November: nominations, election & finger food potluck social

4. Committee Updates (if any)

-none

5. Communications review (if any)

Riverside Glen management and other agencies.

a) Communications from management

i) Responses to minutes

b) MOHLTC inspections reports

-two critical incident inspections in September

-One for "Pain", the other for "Falls Prevention"

-no findings of non-compliance

c) Suggestion Box

-none

Members circle: sharing concerns and ideas and kudos

-members are concerned that when issues regarding a loved one's health/illness are raised with registered staff and physician attention is requested, the request is not always passed on to the physician and the resident is not examined

-members would like management to respond directly to Family Council concerns/issues and provide the information that we request in our meeting minutes

-Thank you to Brenda and Hubrecht for attending our meeting

-Thank you to Tina for your continued support of our council

-Thank you to Food Services for the snacks and beverages for our meeting

Issues for Management

1. Posters should be placed around the home reminding friends and family to get their flu vaccinations and not to visit if they are ill.
2. Reminders should be placed in the monthly newsletters reminding friends and family to get their flu vaccinations and not to visit if they are ill.
3. Family Council strongly supports Hubrecht Quist's initiative to standardize the shift times for all Registered Nursing staff to 6:30 am/pm.
4. Please provide Family Council the detailed allocation, by the licensee, of funding under the LTCHA, 2007 and the Local Health System Integration Act, 2006 and amounts paid by residents for the years 2012, 2013 and 2014 prior to our November meeting.
5. Please provide Family Council the financial statements relating to the home filed with the Director under the regulations (LTCHA 2007) and with the local health integration network for the geographic area where the home is located under the Local Health System Integration Act, 2006 for the years 2012, 2013 and 2014 prior to our November meeting.
6. Family Council would like written monthly updates on the new Quality Improvement Plan prior to our council meetings.
7. Please provide Family Council the call bell analysis each month prior to our meeting.
8. Please provide Family Council with the current year's monthly data for worsening pressure ulcers, falls per 100 residents, worsening bladder control, use of restraints & inappropriate use of anti-psychotics prior to our November meeting.
9. Please provide Family Council with the results of the Family Member satisfaction survey prior to our November meeting.