



**Response to Family Council November 26th, 2015 Meeting Minutes
December 7th, 2015**

**ISSUES FOR LEADERSHIP
OUTSTANDING ITEMS:**

- 1. Financial Statements for 2012, 2013, and 2014 and CMI funding allocation**
 - a. A request has been made to Support office. The Family Council minutes have been forwarded.
- 2. Meetings to be hosted in LTC Library**
 - a. Unfortunately, the library is being used by our residents on Thursday evenings. Unless there is another suggestion, the gym is the best option to hold these meetings at this time.

STANDING ITEMS:

- 1. 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.**
 - a. We can provide this information on a quarterly basis. **Here is Q3 for 2015:**
 - b. **Q4 Stats** will be provided in January's Leadership Response. We will provide information on October, November, and December of 2015.

Worsening Pressure Ulcers	.55% or .55 per 100 residents
Residents who have falls per 100 residents	16.7%
Worsening Bladder Control	33%
Use of Restraints	2.7%
Potentially inappropriate use of anti-psychotics	7.9%

2. QUALITY IMPROVEMENT Initiatives in the Village for November:

Neighbourhood QI initiatives:

Arthur - Worsening pain

Erin – Worsening bowl continence

Mapleton – Falls

Nichol – Worsening continence

Puslinch – Presence of stages 2-4 pressure ulcers

Eramosa – Bowl Protocol and Documentation

Village-wide Quality Improvement Initiatives:

1. We will continue to work on addressing a “Bottom 5” indicator from the Quality of Life Surveys that states, “**Team members know the story of my life**”. The Action Plan is progressing, but requires more than one month to complete. This is a non-clinical information gathering. The program is called, “Top Ten Things You Need to Know About Me”. This is currently being trialed in the Arthur neighbourhood.
 - a. Team leads on this initiative: Jay King, Amanda McEwan, Kate MacDonald

2. Call Bell Wait Times Avg:

October	November
ERIN: 3:19	3:16
ARTHUR: 3:12	3:44
ERAMOSA: 3:14	3:04
PUSLINCH: 4:01	4:10

Quality Improvement Boards are located in each neighbourhood. The average call bell wait times are posted in neighbourhoods where we are seeking improvement.

Congratulations to our new Family Council representatives! Thank you for bringing these concerns/issues to our attention. We look forward to continue working with each of you, focusing upon enriching the lives of our residents.



Kate MacDonald
Assistant General Manager
The Village of Riverside Glen