

It has been an eventful year of constant change. We have focused on strengthening our services, improving results for our residents and positioning ourselves to tackle future challenges. In these pursuits, we have realized more than ever the value of engaging everyone to work together toward a common outcome...responding to the needs of the whole person – body, mind and spirit.

In December, we commenced our thirteenth year of operations at St. Joseph's Villa. During this past year, St. Joseph's Villa made significant strides in meeting its first year objectives outlined in our 2015 -2018 three year strategic plan.

Operationally, St. Joseph's Villa continues to perform well. We met our quality improvement objectives, as outlined in our annual Quality Improvement Plan. During the past year, our staff demonstrated the organization's continued commitment to public accountability, performance reporting and community engagement. Below are some the achievements and accomplishments in our five strategic areas;

1. Focus on Residents and Patients First
2. Lead in Quality and Safety
3. Inspire and Engage Our People
4. Optimize Resources
5. Engage Community

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### **Focus on Residents and Patients First**

SJV continued to focus its efforts on residents first and delivering the right care at the right time. In doing so, below are highlights of how we focused our efforts the past year.

- A new Program Coordinator position commenced August 10<sup>th</sup>, 2015 to coordinate Life Enrichment Programs at SJV.
- The Director of Care was enrolled in the Catholic Leadership course which began on September 21 and concluded in May 2016.
- The Volunteer Manager worked with Colleges and Universities in the community to accommodate academic placements for the coming fall term, including College Boreal, Cambrian College, Laurentian University, NOSM and St. Albert's College. Placements include Nursing programs for RNs , RPNs and PSWs, Social Work Programs, Paramedic Program, Human Kinetics, Sport & Physical Education and Nutritional Dietetic Programs.
- SJV Life Enrichment Department received a donation of 4 i-pod shuffles which enabled the personalized music program which commenced in November. LEA staff assessed appropriate residents for the therapeutic program. Volunteer support has been provided to establish an i-tunes library.
- The SJV Recreation Committee held its first meeting since 2013. The Committee Chair and Lead Life Enrichment Assistant recruited a dedicated group of residents and volunteers who committed themselves to monthly Recreation Committee Meetings. The focus of the committee is to obtain resident input into the planning of programs and outings, as well as plan fundraising initiatives for the Recreation Committee Fund.

- It was requested by SJV Family Council that additional recreational programming be provided for the Gardenway neighbourhood, our secure unit, during the evening hours. After a review of Life Enrichment Department resources, one 8-4 pm LEA shift was changed and trialed as a 12-8 pm shift. The adjustment provides Gardenway with 12 additional evening programs during a two week cycle: six more programs at 4:15 pm and six more programs at 6:30 pm to aid in engaging residents in meaningful activity during the sun downing hours. This has also improved continuity of care, particularly on the dayshift.
- The Ontario Renal Network and HSN will be supporting SJV in a request to the LHIN to designate two beds specifically for residents with Peritoneal Dialysis. This process is expected to take 1-2 years.
- SJV has been undergoing a LEAN project to enhance the meal service for the residents. The objective is to enhance the resident experience by ensuring best practices are used to ensure meal service is provided on time, residents receive the proper diet requirements, and those residents that require assistance with feeding are provided with the assistance in the best way possible.
- The SJV Montessori committee has implemented a “men’s” cart containing activity tools tailored for our male population with dementia.

## Lead in Quality and Safety

The quality and safety experiences of our residents and staff were enhanced last year through the following initiatives:

- St. Joseph’s Villa received a successful three year accreditation from CARF.
- SJV have been added to the City of Greater Sudbury notification system for community emergencies. This was as a result of the Vale Hazardous Material release in August of 2015. Our VSGV Site Administrator met with the City’s representatives for Emergency Management Services to ensure inclusion on this notification system.
- SJV have implemented the use of wireless tablets for RNs to use throughout their day. The tablets allow RNs to access information at the bedside while doing rounds with the Physician and accessing information for families, and retrieving data when required, in a more efficient manner.
- The SJV Life Enrichment Department, purchased i-Pads to use in resident programs to boost cognitive, emotional and physical programming. The department is targeting specific “apps” that stimulate memory recall as well as musical “apps” to manage or re-direct responsive behaviors. A policy was also developed to ensure the appropriate use of the I-pads and to complement existing IT and privacy policies.
- The wayfinding initiative at the South Bay road campus was completed with the upgrading of directories at SJV. This was the last component of the initiative, which was focused on improving signage to facilitate access for residents, and visitors.

SJV met and in some instances surpassed the indicators set in its Quality Improvement Plan with integrity this past year. Some of the highlights include:

- Under the indicator to continue to promote/educate the spiritual and religious care component in serving residents. 75% of Chaplain’s time was spent on direct resident care. (target was set at 75%)

- Under its safety quality indicator of hand hygiene compliance before resident contact, 95% compliance was achieved. (target was set at 85%)
- Under its safety quality indicator of staff compliance with immunization policy. 82% compliance was achieved. (target was set at 95%). The Quality Council has developed an Action Plan to target increased compliance in the upcoming year.
- Under the indicator for annual education for Ethical Discernment, staff compliance on an annual basis was reported at 96%. (target was set at 95%)

### **Inspire and Engage Our People**

Recognizing the intrinsic worth of all of those that we serve and encouraging active participation in education opportunities were met this year through:

- SJV signed an ONA agreement that took it to March 31, 2016. This brought us in line with the ONA Central Agreement timelines.
- Celebrated our Annual Sisters of St. Joseph of Sault Ste. Marie Awards for Excellence at each of our four facilities. All events were well attended and the recipients were truly humbled by the awards. The recipients at SJV were Karla Newcombe, Personal Care Assistant, Melanie Seguin, RN, Dawson Steen, Life Enrichment Assistant, and Louise Quenville, Environmental Services Assistant.

### **Optimize Resources**

This past year:

- A contract was signed with Novo Peak Health for the provision of Physiotherapy services to SJV.
- We signed our L-SAA for SJV, this is a three year agreements effective from April 1, 2016 to March 31, 2019.
- SJV Life Enrichment Department received a grant to hire a full time student for the summer. SJV will have a student for 6 full weeks, from July 11<sup>th</sup> to August 19<sup>th</sup> allowing the department to enhance resident activities during the summer months.
- The MOHLTC has announced that SJV as a not for profit home will no longer be required to pay property taxes. This was confirmed by MPAC. This change is effective January 1<sup>st</sup>, 2016.

### **Engage Community**

Ongoing collaboration continued with our community and systems partners this year with the following key highlights:

- Meetings continued with our community partners to develop strategies to assist in resolving the PSW shortage that is currently in our community.
- An electrical safety course through the Electrical Safety Authority for maintenance staff has been scheduled for this fall at our South Bay site, and we have reached out and invited other Long Term Care maintenance staff in our community to attend.

Several operational activities of note occurred this past year including the following:

- Our residents continued to play a fundamental role in the home by offering feedback through our Resident Satisfaction survey, quarterly resident rounding sessions, at Resident Council and participating in the day-to-day activities that make it their home.
- A generous donation from a family member allowed us to purchase ipads to begin a new music therapy program for the residents at St. Joseph's Villa. This new program was made possible as a result of a generous donation from Carmen Talarico.
- This year we saw the retirement of Gloria Richer from the SJV Site administrator position at the end of April 2016. Roger Leveille, former Environmental Services Manager for SJV and SJCCC, was welcomed to the role in May 2016.
- Christmas was celebrated in full fanfare with Christmas caroling from multiple community and school groups and staff and Board members. Christmas parties were hosted with residents and their families.
- A Christmas meal was provided to all staff the week prior to Christmas and all staff working on Christmas day were also provided with meals.
- Seniors Month was celebrated with a BBQ for residents and families along with some festive music in the month of June.
- Gift cards were distributed to those staff that had perfect attendance during the summer schedule in 2015. Staff were very appreciative of the cards and the recognition of a job well done in perfect attendance.
- On May 25<sup>th</sup> a Staff Appreciation Event was held to celebrate the tremendous accomplishments of staff in their 5<sup>th</sup> and 10<sup>th</sup> year of service with the organization.

In the face of increasing demands for our services and the challenges of fiscal restraint, we take pride in the exemplary care we offer to our residents and visitors and acknowledge the honour it is to be trusted to provide this care.

Overall, this has been a productive year and one that has resulted in enhanced satisfaction from our residents. I would like to conclude by saying that the most important and heartfelt gratitude that I have today is for our residents. You are the reason we are here today and every day. At this time, I would like to extend my gratitude to our new Site Administrator, Roger Leveille, for his dedication and leadership at St. Joseph's Villa since May of this year. We are very fortunate to have exemplary staff and I would like to thank all staff, volunteers, physicians, and Villa-specific directors and managers for their ongoing dedication and devotion to St. Joseph's Villa and the people we serve. It is each and every one of you who truly make a difference in the lives of our residents every day and with every interaction. Thank you for Caring...Beyond the Moment.

Respectively submitted by:

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St. Joseph's Villa