

St. Joseph's Villa continues to hold fast to its standard of excellence thanks to the diligence, creativity and commitment of our staff, physicians and leaders. And we have been guided, as always, as a Catholic organization to faithfully continue the healing mission of Jesus, and responding to the needs of the whole person – body, mind and spirit; the true definition of St. Joseph's Villa.

This past year we have focused on strengthening our quality of care and incorporating best practices thereby improving results for our residents. We partner with our staff, physicians, volunteers, academic centres and other health care organizations to continually enhance the scope and diversity of the care and services we provide to meet the changing needs of all of our residents living at St. Joseph's Villa.

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.

Strategic Directions

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

Focus on Residents and Patients First

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

- SJV has implemented an internal responsive behavior team to assist in developing interventions for those residents who display behaviours.
- A new care plan audit form was introduced to be utilized to audit resident care plans to ensure enhanced accuracy and individualized care. This will ensure that the care that the resident receives is what is charted within the care plan.
- 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.
- In an effort to promote an enhanced dining experience, a food process improvement was put in place to increase the quality of the pureed texture served to our residents.
- 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.
- As part of an initiative within the Cultural and Diversity Plan, a Culture Club program was introduced. This is an inter-professional program, which involves the Social Worker, Life Enrichment Assistants and Chaplain,

- and focuses on learning about different cultures and valuing the cultures of residents, staff and volunteers. To enhance the program, inter-professional staff is attempting to create community partnerships with the different culture clubs and associations around the community. On a monthly basis, a different culture from across the world is celebrated. To date the Culture Club has been a great success with residents and families learning about the Chinese, Croatian, Irish and Italian cultures.
- Seniors Month was celebrated with a BBQ for residents and families along with festive music in the month of June.

Lead in Quality and Safety

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

- In order to improve safety in the SJV parking area, the lighting was upgraded to LED and additional lighting was added to illuminate an area of concern near the garbage compactors.
- The Maintenance staff at SJV attended the Maintenance Electrical Safety course as part of a health and safety initiative to enhance their skills and knowledge of electrical safety within a health care facility. I am pleased to report that all staff has successfully passed.
- SJV has implemented the use of name tags with the name of the neighbourhood on it for our cognitively impaired or wandering residents to help volunteers identify and safely assist residents back to their respective neighbourhoods.
- A Letter of Agreement was created and approved for SJV which allows the site to move forward with securing transportation agreements, receiving site agreements, and holding site agreements with community partners in the event of an emergency evacuation of our facility.
- An annual mock Code Red/Green exercise was conducted in January at SJV as required by the Ontario Fire Marshal's Office and the City Fire Services department. The exercise was a success in practicing the Fire and Evacuation codes with or staff utilizing local students to play the part of residents being evacuated from their rooms. The scenario is required to represent an evacuation of residents in one fire zone utilizing the lowest complement of staff. For SJV this is our night shift which has a total of seven staff within the building from 11 pm to 7 a.m.
- Our two Chaplains provided Guardian Angel Program training for new and existing staff. A full day training session was redesigned to facilitate registered volunteers with new interest in joining the program, as well as a half day refresher for existing Guardian Angel Program Volunteers to provide current, up to date best practices and standards with meeting the needs of residents/patients and/or family members involved at the end of life stage of their/or their loved one's life journey.

SJV strived to meet the indicators set in its Quality Improvement Plan this past year. Some of the highlights include:

- Under its safety quality indicator of mask fit testing, 94% compliance was achieved. (target was set at 95%)
- Under its safety quality indicator of hand hygiene compliance before resident contact. 88% 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 96%)

Inspire and Engage Our People

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

- 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.
- Tea for the Soul was initiated in May at SJV. Thirty-one staff members attended to enjoy some time for self-care. This is a new initiative started by the Chaplain that is directed towards staff and is focused on showing staff appreciation for their hard work. The time set aside for this initiative is spent on recognizing staff as caregivers for our residents and the need for them to care for themselves in order to be fully effective for our residents. It has been a great success.
- Celebrating 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 Rene Lamoureux, Personal Care Assistant, Nicole Jarbeau, RPN, Vicki Guilbeault, Life Enrichment Assistant, and Kristine Lapointe, Environmental Services Assistant.
- This year we welcomed a new Director of Care, Assistance Director of Care and Environmental Services Manager to our SJV management team.
- Gift cards were distributed to those staff that had perfect attendance during the summer schedule in 2016. Staff were very appreciative of the cards and the recognition of a job well done in perfect attendance.
- On May 30th a Staff Appreciation Event was held to celebrate the tremendous accomplishments of staff in their 5th and 10th year of service with the organization.

Optimize Resources

This year SJV worked towards maintaining a balanced budget and maximizing efficiencies.

- SJV Life Enrichment Department received a grant to hire a full time student for the summer months. This is the second consecutive year where funding was secured through the Grants Ontario- Summer Experience Program allowing the Villa to hire a student for a 6 week period.
- Negotiations with UNIFOR are in the process to secure a new collective agreement. This bargaining is being led by our Director of Human Resources with the assistance of Bass and Associates. We are hopeful for a

collective agreement that is conducive to both parties.

- Compliance Orders were received from the Ministry of Health and Long-term Care on February 10th. Four of the orders were repeats requiring action plans to be developed and put in place to resolve the issues and put measures in place to ensure that the issues do not repeat themselves. The team worked extensively with frontline staff to meet the deadlines of the MOHLTC and make certain that we are compliant with the regulations.

Engage Community

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

- Several placements took place at SJV including students from College Boreal-Primary Care Paramedic Program, Laurentian University- 4th Yr. Physical Health and Education Students, Cambrian College Practical Nursing Program placements, Laurentian and Cambrian College 1st Yr. BScN Program students, and St. Albert's PSW Program Students.
- SJHC, as holder of the licence for SJV was selected to present at the Centre for Research in Learning and Innovation in Waterloo on Culture Change in long term care. Our Caring Beyond the Moment Culture Change Initiative was presented and was well received by all individuals in attendance and on the webcast.

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 Site Administrator, Roger Leveille, for his dedication and leadership at St. Joseph's Villa. 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