

As a Board we feel honoured that we have been able to build on the tradition of the Sisters of St. Joseph's of Sault Ste. Marie by meeting the unmet need in the community and rising to the challenge of funding, building and operating this beautiful facility – a home that 128 residents at any given time call home. This year we launched our new Strategic Directions for 2015-2018, which reflect our intent to continue to set new standards in providing the highest quality of care to our residents. With this new strategic direction came a new vision statement and renewed strategic directions for the next three years.

St. Joseph's Villa completed this fiscal year in a surplus position, situating the Villa in a confident position commencing the new fiscal year.

The staff has done an excellent job this year in upholding the mission and values and ensuring that those who are the most frail and vulnerable in our society receive the care and compassion they deserve.

St. Joseph's Villa was our first adventure in building and that was over 12 years ago. As the years quickly pass the building ages and wear and tear becomes visible. Equipment and fixtures have a life span and many have reached their duration and have become necessary to replace. This year numerous maintenance items were addressed in order to maintain the integrity of the building. Work included such items as:

- replacement of furniture in the Town Square;
- extensive painting all over the building;
- all 128 mattresses have been replaced;
- our building automation software was upgraded for the entire building and a contract with a provider has been secured;
- new steel staircase structures have replaced the wooden ones on the roof to provide access to the air handling units for maintenance; and
- secondary hot water tanks were installed on the second levels to ensure there is enough hot water flow for filling the tubs for bathing.

To ensure the safety of all residents, staff, volunteers and visitors to the building, the following work was completed:

- the installation of rolling overhead door in the receiving area at SJV, has been replaced with a man door, making us compliant with new ministry standards and increasing safety of our residents;
- installation of dead bolts on the balcony doors in the neighbourhoods will eliminate any possibility of residents, family or staff accidentally locking themselves out;
- the replacement of bed-rail locking pins on 128 beds to ensure the integrity of the side rails; and
- key padded doors were installed between SJV and SJCCC on the ground level to ensure compliance with the Long-Term Care Homes Act.

A Quality Improvement plan was filed for St. Joseph's Villa this year with Health Quality Ontario outlining a number of initiatives that the Villa would be focusing on in the upcoming year. Each year, we develop a Quality Improvement Plan that builds on the momentum of our improvement efforts to date. The plan:

- includes challenging but realistic targets for improvement (and the justification for choosing those targets);
- identifies the initiatives that we have planned to help us achieve those targets; and,
- outlines how organizational leadership is held accountable for achieving the targets that we have set.

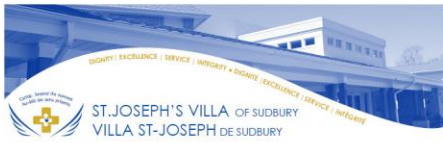
As a matter of priority, we continue to work toward a culture where quality is entrenched in who we are and what we do. Our work toward this end involves:

- maintaining focus on our Lean management philosophy;
- educating staff about our strategic directions and helping them to understand how these relate to our core values and the Quality Improvement Plan;
- educating our staff about the quality improvement tools and resources available to them;
- continuously enhancing our performance measurement, reporting and monitoring practices;
- working toward full conformance with CARF's accreditation standards; and,
- routinely reviewing and updating our annual Quality Improvement Plan.

For 2015-2016, we aim to:

1. **Improve resident and staff safety** by boosting hand hygiene compliance; raising staff immunization levels and compliance with our internal immunization policy; and, increasing the percent of staff with a current mask fit-test on file.
2. **Optimize our organizational effectiveness** by addressing challenges related to staff attendance; improving job satisfaction; further reducing costs; and, engaging volunteers in new and meaningful ways.
3. **Promote an integrated and resident-centred approach to care** by aligning our processes of care with best practice; enhancing inter-professional collaboration; continuing to educate our staff about ethical decision making; continuing to provide spiritual and religious care services and programming; monitoring resident satisfaction using surveys and Resident Rounding sessions; and, strengthening our community partnerships.

As I complete my second and final year as Board Chair, I am very proud of the many accomplishments that have occurred during the past year at St. Joseph's Villa. I am proud of our senior team, physicians, and volunteers, but most importantly, our staff who do such a tremendous job each and every day truly



## Message from the Board Chair

caring for our residents. On behalf of the Board, I say “thank you and please don’t stop the good work you are doing”.

Respectively submitted by:

Ehren Baldauf, Chair  
St. Joseph’s Villa