

The Board of St. Joseph's Villa continues to focus improvements on areas that help to achieve our vision - "To be leaders in continuing care, long-term care and rehabilitative care."

In order to do this, we ensure that our activities are aligned with:

- Our 2015-2018 Strategic Plan
- The Northeast Local Health Integration Network (NE LHIN) directions
- The Ministry of Health and Long-Term Care (MOHLTC) regulations and directions
- Other relevant legislation, including Medical Assistant in Dying, Long-term Care Homes Act and Occupational Health and Safety Act
- Community Care Access Centre
- Health Quality Ontario
- The Commission on Accreditation of Rehabilitation Facilities Standards (CARF); and
- Our satisfaction surveys.

We also developed a Quality Improvement Plan, as mandated by Health Quality Ontario, with input from families, residents, staff and the Board.

We continue to provide quality care, safe care, and program-centered activities to the residents of St. Joseph's Villa (SJV) and their families. Our focus is on making every resident and family encounter a positive experience.

Several activities of note occurred this past year:

- To improve our resident dining experience, we purchased new dining room tables and stools for staff assisting residents. The servery areas received some much needed attention, including a clean up of the millwork, replacement of flooring and painting. In addition, new bedside tables were purchased for resident rooms. All of these new furnishings enhanced the home-like environment and ensured the safety of our residents and were a result of the efforts of the St. Joseph's Foundation through its annual Gala event. The 2016 Gala event raised a total of \$ 100,000 for St. Joseph's Villa.
- Senior's Month ended on a high note at St. Joseph's Villa with the awarding of the recipient of the "Make a Wish Program" to a resident. The recipient selected for 2016 wished to go downtown Sudbury to his old "stomping grounds." He wanted to see how much the downtown had changed, have some lunch and take in a movie.

Funding

The budget brought news of increases in funding to St. Joseph's Villa, including a 2% increase in the Nursing and Program envelopes and a substantial increase for the Raw Food envelope, taking the funding from \$8.33 per day to \$9.00 per day effective July 1st. The other accommodation envelope received an increase of 1.4%, which results in a per diem of \$55.28 commencing July 1, 2017.

Quality and Safety

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 will 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:

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

For the 2017-2018 plan, we added an additional item to monitor with respect to resident experiences:

1. Focus on the following indicators suggested by HQO, using both CIHI data and our own in-house data:
 - a. Resident Experience: *"I would recommend living here to a friend or family member"*
 - b. Resident Experience: *"I can express my concerns and opinions with staff"*
 - c. Resident Experience: *"Care staff take the time to talk and listen to me"*
 - d. Falls
 - e. Daily restraints use
 - f. Appropriate prescribing – potentially inappropriate antipsychotic use in long-term care

In the development of our 2017-18 Quality Improvement Plan, our Board of Directors were engaged at the governance level. Our Board sub-committees:

- Monitored outliers among management-level indicators and recommended further remedial action, as appropriate;
- Provided feedback on the performance measurement system overall and the management-level indicators chosen;
- Analyzed trends in our performance over time;
- Ensured that quality improvement initiatives were evaluated; and,
- Reported on quality initiatives to the Board of Directors through the Chairs of the Board committees.

Our Board of Directors ensure that a continuous quality improvement philosophy is embedded in the organization's By-laws, Strategic Plan, position descriptions and other internal processes. This achievement is not the work of a single person, or even a single team, but a reflection of the dedication of each employee, volunteer, Board member, family council members and all who work to improve the quality of another's life at SJV.

Physicians

This year, we saw the retirement of Dr. Dave Sivers as our Medical Director and said farewell to Dr. Raymond Jacques, as our Attending Physician. Both individuals have dedicated ten years of service to our residents at SJV. On July 1, 2017, we will be welcoming Dr. Maurice St. Martin as our new Medical Director for SJV.

As I complete my final year as Board Chair, I must say that I am very proud of the many accomplishments that have occurred at St. Joseph's Villa and of the people who are responsible for its operation. I would like to sincerely 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. I would like to extend a special thanks to Jo-Anne Palkovits, CEO, Roger Leveille, Site Administrator and Dr. Sivers, Medical Director. 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:

Linda S. Wilson, Chair
St. Joseph's Villa