



## ADMINISTRATIVE REPORT

**To:** WARDEN AND COUNCIL OF THE COUNTY OF FRONTENAC

**From:** Elizabeth Savill  
CAO

**Prepared By:** Julie Shillington  
Administrator of Fairmount

**Date Prepared:** July 12, 2011

**Date of Meeting:** August 17, 2011

---

**Re:** Fairmount Home – Quality Improvement Activities Update

---

### **Background**

As set out in the *Long-Term Care Homes Act*, every long-term care home must have a comprehensive quality improvement program that includes mechanisms for evaluation and reporting.

To ensure that Council, the governing body of Fairmount, is kept apprised of quality improvement activities at the home, a Council report will be prepared following each meeting of the home's Quality Assurance and Assessment Committee.

### **Comment**

There is currently a variety of quality improvement activities underway as set out below:

<b>Activity</b>	<b>Reasoning</b>	<b>Current Status</b>	<b>Results</b>
<b>These Are From Trees</b> – placing environmental stickers on paper towel holders	Trying to reduce the use of paper towels in public and staff washrooms	Tried in three washrooms – there was a measurable drop in two of the three	Continue to monitor; now measuring cost savings over six month period
<b>1North Battery Trial</b> – staff were changing batteries for the four nurse call pagers every three to four days – purchased rechargeable batteries to trial	Trying to reduce costs and battery disposal	Rechargeable batteries are being changed about every three weeks	Continue to monitor to see if rechargeable batteries continue to hold charge over time
<b>Volunteer Program Review – Volunteer Survey</b> – survey of volunteers’ opinions on a variety of topics such as the mission statement, program participation, roles, etc.	A survey of volunteers has not been taken in some time. We felt it was important to gauge their satisfaction and opinions	Survey of volunteers is underway	No results to date
<b>Volunteer Individual Program Review</b> — review with programming staff, volunteers and residents involved in each individual program	The program review is being conducted to ensure the programs are meeting the needs of facilitators and participants	First program review, focused on Beauty Break 2 <sup>nd</sup> Floor, was conducted on July 12 <sup>th</sup>	Results not yet available
<b>End of Life Pain &amp; Symptoms Checklist</b> – the Palliative Care Team developed a checklist which is being trialed	The goal of the checklist is to support the staff working with end of life residents and their family members	Currently being trialed	Results not yet available
<b>Urinary Tract Infection Algorithm</b> – was developed to support RNs and physicians in their decision whether or not to treat for UTI	The goal is not to treat residents unless they have been confirmed as having a UTI though lab testing	Currently being trialed	Results not yet available

Each quality improvement initiative is tracked through a project charter and filed in the administrative office for easy access by the Ministry inspectors.

Project results will be communicated through Residents’ Council meetings, general staff meetings, family information meetings, the Grapevine Gazette and County Council reports. In future we will also report on our website.

## **Financial Implications**

Many of our activities could result in financial savings however this should not be the only basis on which a quality improvement activity is undertaken.

## **Sustainability Implications**

The Health and Social Services Vision Statement from *Directions for Our Future* reads:

*Residents (both permanent and seasonal) are able to access high quality health care and professional social services through a network of care facilities and programs in the Frontenacs. The County fosters the network of health care and social service providers through development, maintenance, attraction and retention programs. It also advocates for a strong health and social services system, supported through effective service delivery agreements.*

Our quality improvement program will help us to ensure high quality services are provided to our residents.

## **Recommendation**

That Council of the County of Frontenac receive the *Fairmount Home – Quality Improvement Activities Update* report for information only.

## **Organizations, Departments and Individuals Consulted and/or Affected**

Residents  
Volunteers  
Family Members  
Staff  
Ministry of Health & Long-Term Care