

May 2017

Therapeutic Recreation (TR) Programs & Events for May 2017

- 1, 8, 15, 22 and 29 **Monday Manicures**, 6:00pm, Conservatory Lounge
- 2, 9, 16, and 23 **Bingo**, 2:00pm, Auditorium
- 4, 11, 18, and 25 **Knit and Chat**, 10:30am, Conservatory Lounge
- 4 and 18 **Pottery Group**, 2:15pm, Auditorium
- 9 and 23 **Men's Club**, 6:30pm, Conservatory Lounge
- 10 **Resident's Council Meeting**, 2:00pm, Auditorium
- 12 **Mother's Day Tea**, 2:00pm, Auditorium
- 13 **Hymn Sing**, 2:00pm, Auditorium
- 16 **Diner's Club Lunch**, 12:00 Noon, Auditorium
- 30 **BGT Senior's Choir**, 2:00pm, Auditorium





The St Mary Grade 11 Health Care "Yellowbirds" are back for their second semester placement.

For the past week, the students have attended seminars in department areas such as physical therapy, food services, social work, chaplaincy, infection control, housekeeping, dietician services, resident care and a session with Lyndsey Charles, Recreational Therapy.

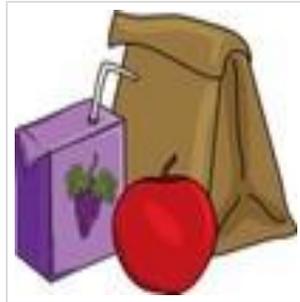


St. Mary Secondary School Fashion Class students were asked if they would be interested in sewing Montessori Activity Aprons for Alzheimer and Dementia residents. The Activity Aprons help keep the residents active and engaged, promoting a sense of self-worth and independence through sensory stimulation. The full aprons have large zippers, velcro tabs, big buttons, drawstrings etc. sewn on them. Ms Newberry's Fashion class completed 21 Activity Aprons for residents through the Villa Recreational Therapy Department.

Date: Thursday, May 11th, 2017

Time: 11:30am - 1pm

BRING YOUR LUNCH AND LEARN!



Pelvic Floor Health with Kristen Parise

Join Kristen Parise Pelvic Health Physiotherapist for an informal and interactive session to learn more about pelvic floor health. Learn what **causes pelvic floor dysfunction**, and more importantly **how to cure incontinence, reduce back and hip pain and increase your knowledge of the functions of the pelvic floor.**

Regardless of how much we have trained, how many babies we've had, or how old we are, many women experience incontinence, back and hip pain, and feelings of heaviness in their pelvis. **The great news is that there is overwhelming evidence that the first line of treatment for all of these conditions is pelvic floor retraining.** In some cases the pelvic floor requires strengthening exercises, however pelvic floor lengthening may also be indicated if there is over activity.

**Brought to you by the S.I.M GYM
Talk takes place in the Auditorium of
St. Joseph's Villa
56 Governor's Rd., Dundas
Call 905-627-3541 ext 2109, or
Email: s.i.mgym@sjv.on.ca to reserve your spot**

55 AND OLDER PLEASE

Quality Update:

Greetings from the Quality Department! I wanted to provide a brief report regarding the Villa's new 2017-18 Quality Improvement Plan (QIP). Some of you may not be aware, but the long term care sector is mandated by the Ministry of Health and Long Term Care (MOHLTC) and Health Quality Ontario (HQP) to have an annual QIP and provide a progress report on outcomes. The annual QIP must also be submitted to the Hamilton Niagara Haldimand Brant (HNHB) LHIN.

Below is a chart which details the indicators we have chosen to focus on improving for this coming fiscal year. Residents Council, Family Council and front line staff were engaged during the planning and development of this QIP. New to the Villa's annual QIP is an initiative that focuses on improving the resident experience/satisfaction-improving same day response/resolution for verbal and written complaints. Teams are very excited about this particular initiative, and we look forward to sharing outcomes!

2017-18 QIP Indicator	Baseline	Benchmark (Prov. of Ont. Performance for 2016-17)	Target (on or before March 31, 2018)
Improve same day resolution rates for verbal and written complaints (tracked internally)	23% (15 per quarter)	NA	30% (20 per quarter)
Improve Worsening Stage 2-4 Pressure Ulcers (CIHI performance data)	3.7%	2.7%	3.3% (10% improvement)
Reduce % of Residents Who Fell in the Last 30 Days (CIHI performance data)	25.9%	15.5%	23.3% (10% improvement)

Below is a chart which describes performance outcomes for the 2016-17 QIP. We are very pleased to report that all target goals were achieved in an effort to enhance the quality of care for our residents, and we look forward to the opportunity for further enhancements!

2016-17 QIP Indicator	Baseline	Benchmark	Target	Current Performance
Reduce Worsening Stage 2-4 Pressure Ulcers	4.40%	2.9%	4.0%	3.7% (16% improvement)
Reduce the Use of Anti-psychotics Without a Diagnosis of Psychosis	22.8%	25.3%	20.5%	18.0% (21% improvement)
Improve Hand Hygiene Compliance Rates Among Staff	49.4%	NA	75%	75% (52% improvement)

Complaints:

Just a reminder to residents and family members that concerns/complaints/compliments or suggestions for improvement can be submitted by either speaking to Villa staff or filling out a yellow form called "Tell Us How we Are Doing". These forms can be found outside of the elevator on each home area. You may also download this form from our website, found under the "Contact Us" tab. If you wish to be informed of the outcome, please indicate so and provide the best contact information to reach you.

If you have any questions or concerns regarding this process, you are more than welcome to contact the Manager of Quality and Performance Systems at 905-627-9011 x2224, or email:

j_williams@sjv.on.ca

Annual Family Satisfaction Surveys:

It is that time again where we seek input from family members regarding satisfaction of care and services provided to your loved ones here at the Villa. 2017 Surveys will be placed in the mail very soon, so please fill it out at your soonest convenience and return it by either placing the survey in the mail (using the self-addressed stamped envelope) or give it to staff at the main reception desk (in the return envelope). All information collected is confidential!

We are required to receive a minimum number back (40%) within 30 days of sending the survey. If we do not receive a sufficient amount, we will have to prepare and send a second mail out, only to those who have not responded.

Thank you in advance for taking the time to participate in our annual survey. Results from the 2016 Family and Resident satisfaction surveys, as well as action plans to address areas of concern, will be shared soon!

If you have any questions, please contact the Manager of Quality and Performance using the contact information provided above.

Thank-you!