

2023-24 WORKPLAN



Pioneer Manor is a 433 bed municipal Home owned and operated by the City of Greater Sudbury.

The Home established a Quality Council in 2016 to position quality at the forefront. It was re-established in the fall of 2022 after a brief pause as a result of COVID. The hope was always to include resident and family representation, which has more recently been realized with members from each Council participating. Registered Nursing and Personal Support representation are also now in place.

Council's role is to oversee broad quality initiatives, as well as, the work of various other committees charged with managing the quality of care and service in the Home including Pain & Palliative Care, Resident Safety, Skin & Wound Care, Infection Prevention & Control, Falls Management.

The Home also administers an annual survey to residents and families to formally assess their satisfaction with our services, care delivery, and overall customer service.

REFLECTIONS SINCE OUR LAST QIP SUBMISSION

We have been able to increase both the direct and indirect care hours, working toward achieving the target of 4 hours of care per resident day. In addition to increasing the number of Registered Nurses (RN), Registered Practical Nurses (RPN), and Personal Support Workers (PSW), we have augmented our team with the addition of 1 full time Infection Prevention & Control RPN, 1 Physician Liaison RPN, 1 Social Worker, 1 Rehabilitation Assistant, 1 Coordinator of Intake & Resident Relations, 1 Physiotherapist, 1 Occupational Therapist, and 1 Dietitian.

Work on enhancing the physical environment included the completion of air conditioning throughout the entire Home, replacement of bathing equipment, purchase of new bariatric equipment, and the plan to replace our wandering resident safety system.

RESIDENT ENGAGEMENT AND PARTNERING

We have observed better participation of residents and family members at admission and annual care conferences, after revising our conference process. Interprofessional team contributions are also more consistent at these meetings.

We continue to invite residents and family members to participate on our various committees. More recently we were successful in recruiting representation from both the Resident and Family Councils to sit on Quality Council. We are hoping to expand that to the various other committees at work.

PROVIDER EXPERIENCE

Despite the ongoing, province-wide difficulties in recruiting staff and the challenges imposed by COVID, the overall mood has remained positive. Our Worklife Pulse survey, completed in the fall of 2022, indicated that 75% of staff think Pioneer Manor is a good place to work.

Enhanced provincial funding has supported the Home in achieving its objective of improving the hours of both direct and indirect care provided to our residents. And as those new positions are filled, we are realizing the benefits.

WORKPLACE VIOLENCE PREVENTION

Pioneer Manor takes all threats or potential threats of violence seriously. We are thankful to have access to a Threat Assessment Team that consists of members of Health & Safety, Human Resources, and Corporate Security to not only investigate but take action if/when a threat is perceived e.g. if a staff member fears that a domestic violence situation may extend into the workplace, if a visitor presents threatening behaviour. Along with this, we also have access to 4911 which will dispatch security officers to our location as needed, before police are able to respond to a situation.

RESIDENT SAFETY

The Resident Safety Committee has the responsibility of maintaining high standards of resident safety relying on best practices, where available, or prevailing practices where best practices do not exist.

Through a "Good Catch" near-miss submission program, the Committee monitors concerns received, tracking and reviewing incidents/near misses not captured or reviewed elsewhere (e.g. incidents not captured through other existing Committees such as the Responsive Behaviours, Falls Prevention, Pharmacy & Therapeutics Committees).

Their role is to implement corrective action and/or make recommendations for correction/process improvement where required, collaborate with hospitals, other long term care homes and community partners to maximize prevention and management of near-misses and sentinel events, and encourage disclosure of near misses in the workplace and to affected residents/families.

HEALTH EQUITY

Pioneer Manor serves residents of various backgrounds and respects the rights of those residents in relation to cultural, religious, sexual, gender, and economic backgrounds.

One project in the works is the establishment of the Manor Boutique that will provide an option for residents to purchase, at a very low cost, new or recycled clothing. With the recent addition of a Social Worker to our team, we have been able to better meet the needs of residents having low or no income but who require additional health care services not offered on site. For example, a resident requiring dental care was seen by a community dentist at no cost as a result of the advocacy work of our Social Worker.

A Chaplain will soon be coming on board to better address the spiritual and religious needs of those we serve. While spiritual celebrations have always been made available and accommodations made to ensure various spiritual and cultural rites could be performed, this will further our efforts toward meeting everyone's needs.

With our significant population of French speaking residents in the region, the Manor has worked in collaboration with the Ministry of Health and Ontario Health to be identified as a French language service provider. In future, we hope to be named a designated French language service provider. In the interim, all communications, whether they be signage, newsletters, or postings on our website, are provided in both official languages.

Programming, through our Life Enrichment Program, includes francophone celebrations, indigenous programs, and other cultural special events. Recognizing the unique cultural requirements of our residents has also meant modifying our menu offerings to ensure everyone is provided with what they both desire and need.

The purchase of additional bariatric beds and bariatric assistive mobility devices will also assist us to accept a broader range of clients. We are moving from 20 to 50 bariatric beds which equates to having the capacity to ensure 12% of our beds are accessible to this population.

Maria Casas
Resident Care Coordinator