

2015

# Norview Lodge ANNUAL REPORT



## Administrator's Report, **Bill Nolan**



Long-Term Care is a very progressive and proactive industry, 2015 is no different as compared to past years. There are always constant demands on staff-

ing to achieve the highest care levels, and conducting a preventative risk management process. The funding envelopes have become more challenging to work within, but the leadership team of Norview has been working diligently to achieve these goals. These envelopes as in the past are regulated from the Hamilton Niagara Haldimand Brant (HNHB) Local Integrated Health Network (LHIN) as governed by the Ministry of Health and Long-Term Care. Norview has made very successful use of programs such as, Behavior Supports Ontario (BSO), and Residents First to provide processes that have in 2015 increased the success of Norview Lodge

The committee of management (Norfolk County Council) has as always continued to remain very supportive in the many challenges presented to Norview in the past year. Norview Lodge continues to complete the extensive reports that explain many of our challenges. We also update the committee of management throughout the year by providing

continuous quality improvement (CQI) reports. These are presented to the committee of management in detail, to illustrate and re-affirm Norview's ongoing commitment to continually improve.

We had many successes in 2015. Norview Lodge, through our LHIN, has had to reach many deadlines for new quality initiatives. With reporting requirements such as the mandatory Quality Improvement Plans (QIP) that have had to be submitted to the LHIN. This reporting document was created by the LHIN to be in addition to our quarterly CQI reports. In 2015, this document became public.

Norview Lodge also had a successful Resident Quality Inspection (RQI) carried out by the Ministry of Health and Long-Term Care. This was the second total RQI Norview has undergone. There were positive comments that were delivered from the inspection team. The comments included how professional, helpful and knowledgeable the Norview Lodge staff was. This was very rewarding as the Ministry of Health and Long-Term Care inspectors are not traditionally known for such positive feedback.

Continuing in 2015, we have had many of our community partners, in addition to many volunteers and the Norview Lodge Auxiliary, collectively support all

aspects of Norview's operations. The support has been in both labour and funding. Norview Lodge takes every opportunity to purchase supplies, food and many other items from our local suppliers within Norfolk County.

We achieved many of the previously set goals such as with staff completing a large variety of training programs that allows Norview to provide every aspect of required care for our Residents. Norview's team is made up of the following departments: administration, programs (activity assistants), nutritional services (cooks and dietary aides), nursing services (registered nurses, registered practical nurses, health care aides and personal support workers), house-keeping, laundry and facilities services staff (technicians and storekeepers), pharmacy services, dietitian, lab (blood work), x-ray, dental, foot care, hair care, physiotherapy, occupational and speech therapy,

2015 was another successful year at Norview and we will continue to be to be the long-term care home of choice for Norfolk County.

## Medical Director's Report, **Dr. Medve**



As the Medical Director of Norview Lodge, my role is to assure that the medical care provided improves the quality of life for each Resident. This includes

both mind and body. This can be achieved by focusing on physical activity, stimulating creativity and curiosity, enhancing social connections, ensuring adequate sleep and reducing chronic stress. This requires a team of caregivers who work together, integrating each Resident into the Norview Community.

As a physician, I work to enable each Resident to become an active part of this community. This entails experience with management of chronic pain and depression. Medications that cause drowsiness and sedation need to be minimized. Medical intervention must be available quickly so that an illness can be managed before becoming severe. When appropriate, the selective use of preventative measures is implemented to decrease the incidence of debilitation which includes fractures, strokes and progression of memory impairment.

I am also fortunate to work along with Lisa Deonarine, a nurse practitioner who is knowledgeable and compassionate. She is often available when I am not, ensuring continuity of care. We are familiar faces who are aware of each Resident's function and medical history. We have learned to use technology to quickly research the best treatment protocols and

safest medications. We use the technology to access the details of all hospital care provided at any hospital throughout our region. The provision of a high standard of care requires time. You will often see Lisa or me at Norview in evenings or on weekends because we consider it part of our responsibility. We both believe in providing the same care to all Residents that we would want for our own family members.

The illnesses associated with aging are relentless. While there have been no revolutionary new medications or treatments over the last few years, there have been new improvements to existing medication. We also have the incredible support that only humans can provide. It is important that we keep our focus on the personalized care of each Resident. We

must encourage, engage, listen to and communicate with families and staff.

Over the last 30 years I have practiced medicine in many medical environments. I can tell you from personal experience that we are fortunate to have our family members living here. We have caring and dedicated staff along with a management team that believes in doing things the right way. I truly believe that Norview Lodge provides an ideal therapeutic community that continues to maximize the quality of life of each Resident every single day.

### **Family Council**

Family Council met quarterly throughout 2015, taking two months off over the summer. Family Council members shared information, offered support and provided input into important issues affecting the home. They also welcomed a local barrister who discussed life care planning, as well as a local dental hygienist who provided information on the importance of good oral health. Members of the Council attended both the Palliative Care and Food Committee meetings for information purposes. It was also an opportunity to provide input from a family member's perspective. Council members are a dedicated and caring group of family members who work to help us optimize the quality of life for the Residents in our care.

### **Continuous Quality Improvement**

Once again this year Norview Lodge employees were recognized for their commitment to continuous quality improvement. Each year the senior management team chooses the top five suggestions for improvement from employees across the county. Three of the five chosen were submitted by Norview employees, Michelle Smith and Carrie Pope.

## Nutritional Services

- 1 new menu program “Webtrition” for the fall & winter menu
- 12 - 14 Residents attend the Food Committee meeting
- 12 special menus for Resident theme meals during the year
- 100% of Nutritional Services team attended annual Education Days
- 98% of the Nutritional Services team have their Certified Food Service Worker certificate
- 100% have a current Food Handlers Certificate

## Programs & Volunteer Services

- 9068.75 hours of volunteer service
- 185 outings into the community
- 84 registered volunteers, not including 46 student placements in partnership with Fanshawe College, Holy Trinity School, Grand Erie Learning Alternatives, Mohawk College and Ontario Works

## Housekeeping & Laundry Services

- Housekeepers are scheduled daily (365 days per year) to meet our cleaning and sanitizing needs
- 8 dining rooms, 8 sitting rooms and 179 Resident rooms are completed daily (over 35,000 square feet in total)
- 748,455 lbs of laundry washed, dried & delivered to 8 home areas.
- 179 Residents personal clothing & personal linens are labelled with Residents name using a heat seal machine.
- Laundry staff are responsible for etching the Residents name onto EVERY pair of eye glasses at Norview. Can you imagine how many pairs that is?

## Nursing Services

- Average of 11.09 medications per Resident (this includes routine and “whenever necessary medication”)
- Average of 72 Residents requiring mechanical assist to transfer daily
- 65 transfers to hospital
- 39 transfers with admission to hospital
- 24 Critical Incidents reported to Ministry
- 11 Mandatory Incidents report to Ministry

## Facilities Services

- 65 trips to Resident appointments (3,667 kms)
- 1,843 work requisitions completed
- 44 call-ins for emergency services
- 5,828.75 hours for emergency on-call service provided

## Health & Safety

- 5 Team Members attended the Health & Safety Inspection & Hazards Assessment Training
- 4 Team Members attended Mental Health First Aid Course
- 86% Team Members received the Influenza Vaccine
- 144 Work Place Inspections completed
- 36 Fire Drills
- 24 WHMIS / Emergency Code Reviews

## Social Service Worker

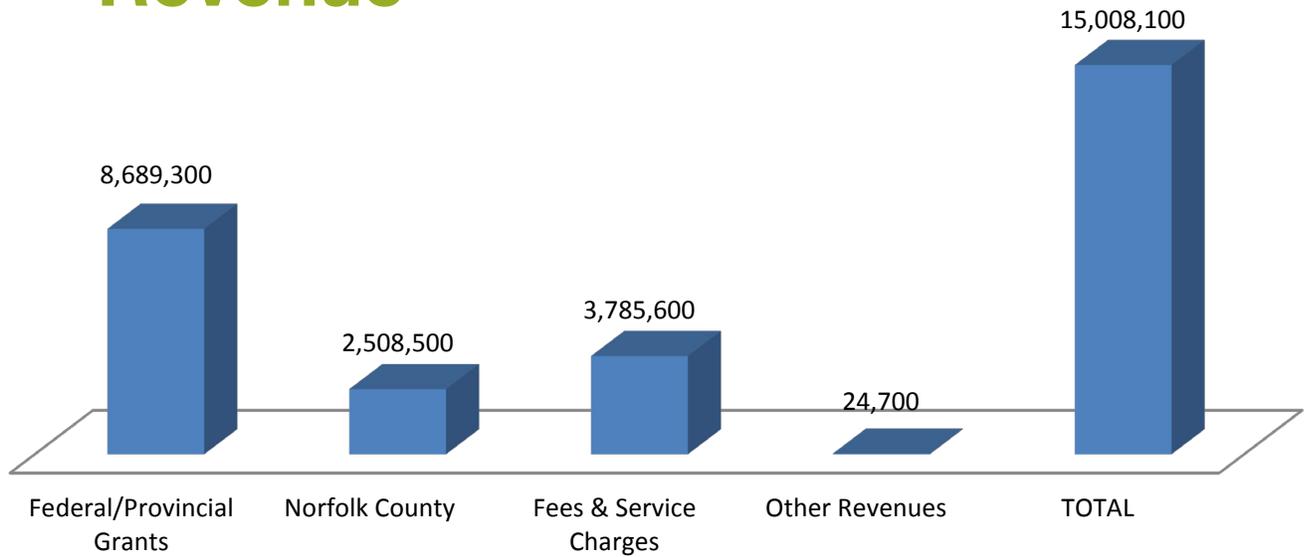
In July of 2015 Laura Tremblay joined the Norview Team in the position of Social Service Worker. Laura completed her education at Mohawk College and has worked in a variety of roles, including 6 years as a Social Service Worker in a long-term care setting. Laura’s role is to provide psychosocial support, establish therapeutic relationships, advocate for the Residents, participate in education and in-house committees and collaborate with community programs and support services.

Laura facilitates tours of the home for prospective Residents and their families and supports them through the admission process as well as during their stay at Norview Lodge. Laura chairs the End of Life Committee and is a valuable resource for Residents, family and staff members.

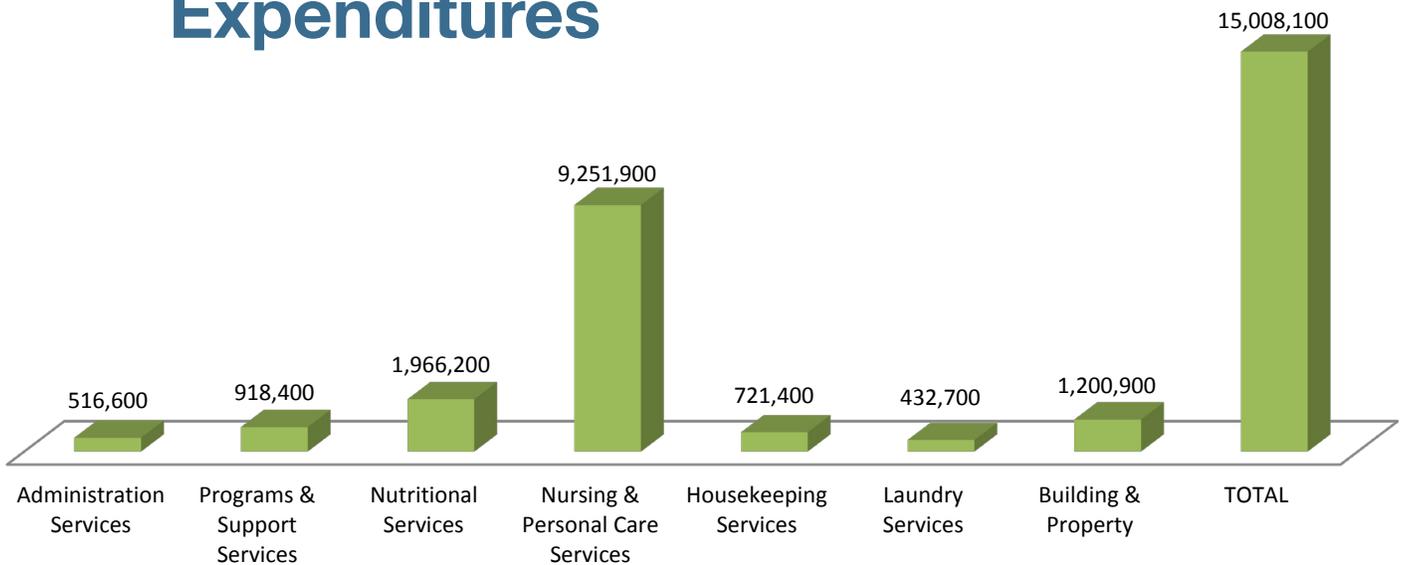
## Fast Facts

- 59 admissions
- 5 discharges
- 55 passings
- 99.21 % occupancy rate
- 93.87% full pay preferred accommodation bed utilization
- 5 Staff Development / Refresher days held

## Revenue



## Expenditures



Norview Lodge

44 Rob Blake Way, P.O. Box 604,  
Simcoe, ON N3Y 4L8  
519.426.0902  
[www.norfolkcounty.ca](http://www.norfolkcounty.ca)