



**Shoreham Village
Resident Care
Scorecard**

3rd Quarter 2020/21

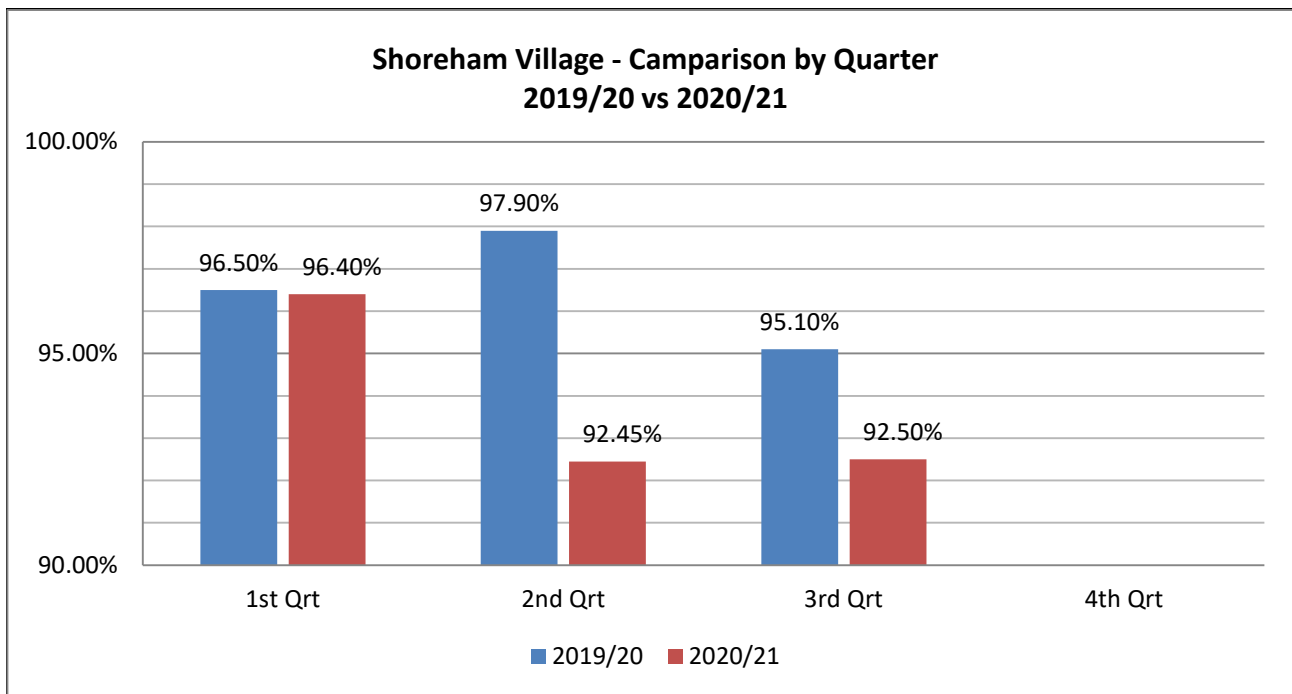
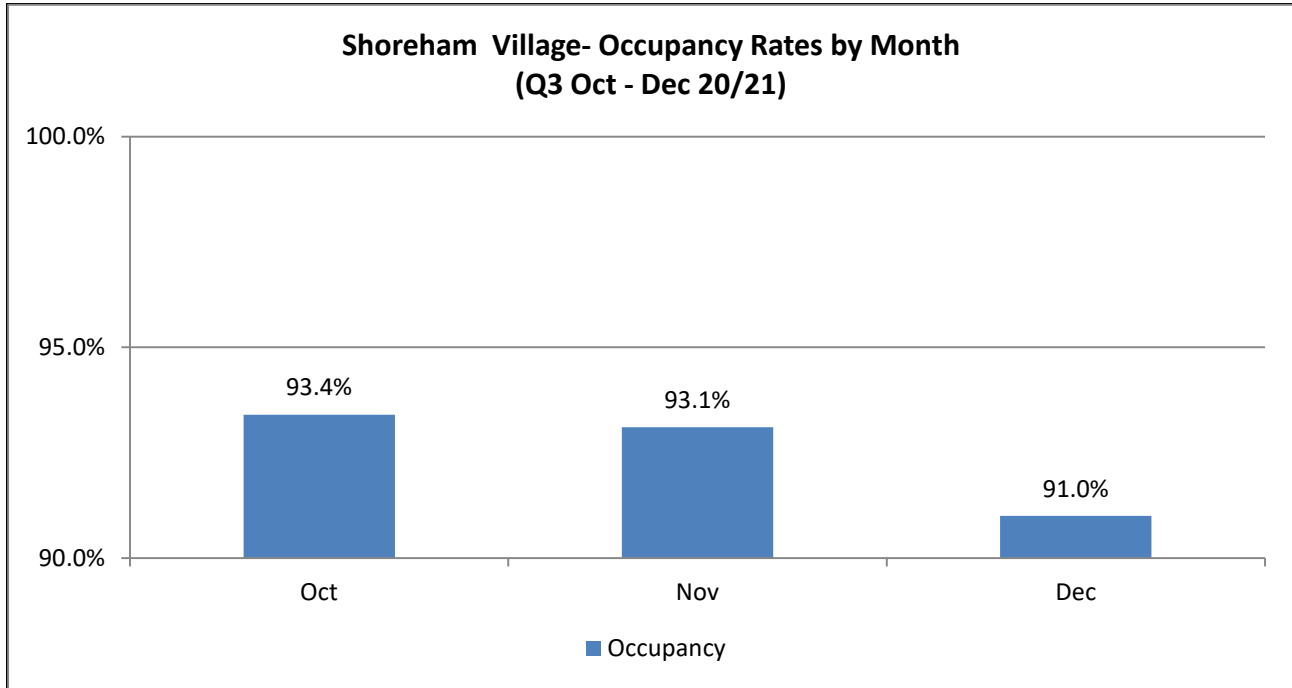
Shoreham Village Resident Care Scorecard

1.0	Occupancy Rate	2
2.0	Incident Rate	4
3.0	Infection Rate	6
4.0	Hand Hygiene Rate	9

Shoreham Village Resident Care Scorecard

1.0 Shoreham Village Occupancy Rate Q3 Oct - Dec 2020/21

The Average Occupancy Rate for the Q3 Oct - Dec 2020/21 – 92.5% (average 6.68 vacant beds per day).



Shoreham Village Resident Care Scorecard

Comments:

The DHW target occupancy rate for budgeting is 99.2%. For Shoreham Village this equates to an average of .7 vacant beds per day.

This quarter the occupancy rate was 92.5% (6.68 average vacant beds per day). The rate is consistent with the 2nd quarter of 2020/21 and significantly lower compared to the same period of 2019/20 which was 95.1%. This is related to the need to hold vacancies to allow internal movement capacity for an outbreak/COVID isolation & treatment area.

The occupancy rate for the respite bed shows no utilization as shown in Table 1. This is due to a hold on all respite admissions related to the COVID pandemic.

Table 1 Respite Bed Occupancy

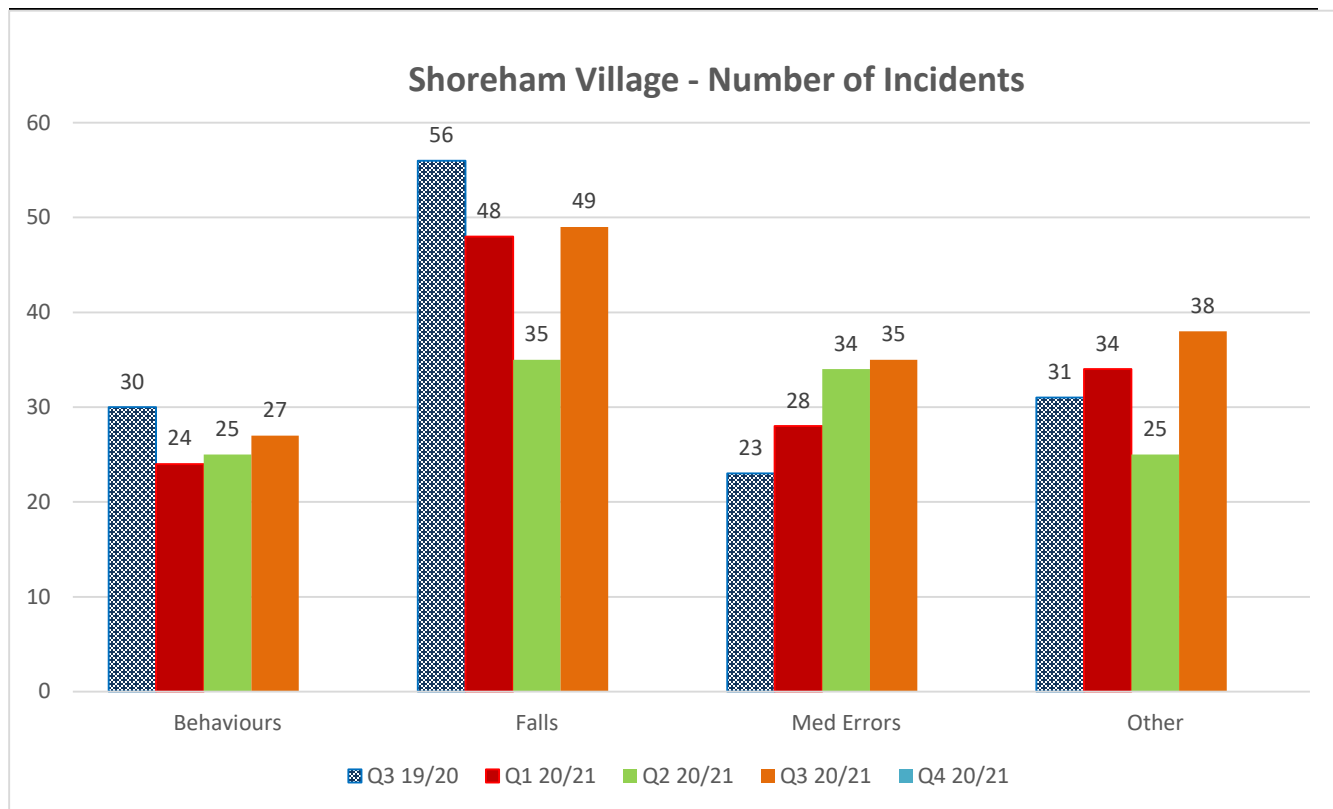
Month	Occupancy 2015/16	Occupancy 2016/17	Occupancy 2017/18	Occupancy 2018/19	Occupancy 2019/20	Occupancy 2020-21
April	0%	0.0%	60.0%	43.3%	70.0%	0
May	48.4%	71.0%	41.9%	12.9%	35.5%	0
June	23.3%	70.0%	80.0%	36.7%	80.0%	0
July	96.8%	71.0%	61.3%	64.5%	74.2%	0
August	96.8%	38.7%	87.1%	51.6%	45.2%	0
September	20.0%	33.3%	93.3%	73.3%	20.0%	0
October	51.6%	77.4%	77.4%	41.9%	0.0%	0
November	33.3%	40.0%	70.0%	33.3%	0.0%	0
December	25.8%	77.4%	38.7%	61.3%	71.0%	0
January	16.1%	45.2%	35.5%	0.0%	45.2%	
February	31.0%	3.6%	57.1%	25.0%	82.1%	
March	25.8%	48.4%	45.2%	19.4%	45.2%	
Total	39.1%	48%	62.3%	38.6%	47.4%	

Shoreham Village Resident Care Scorecard

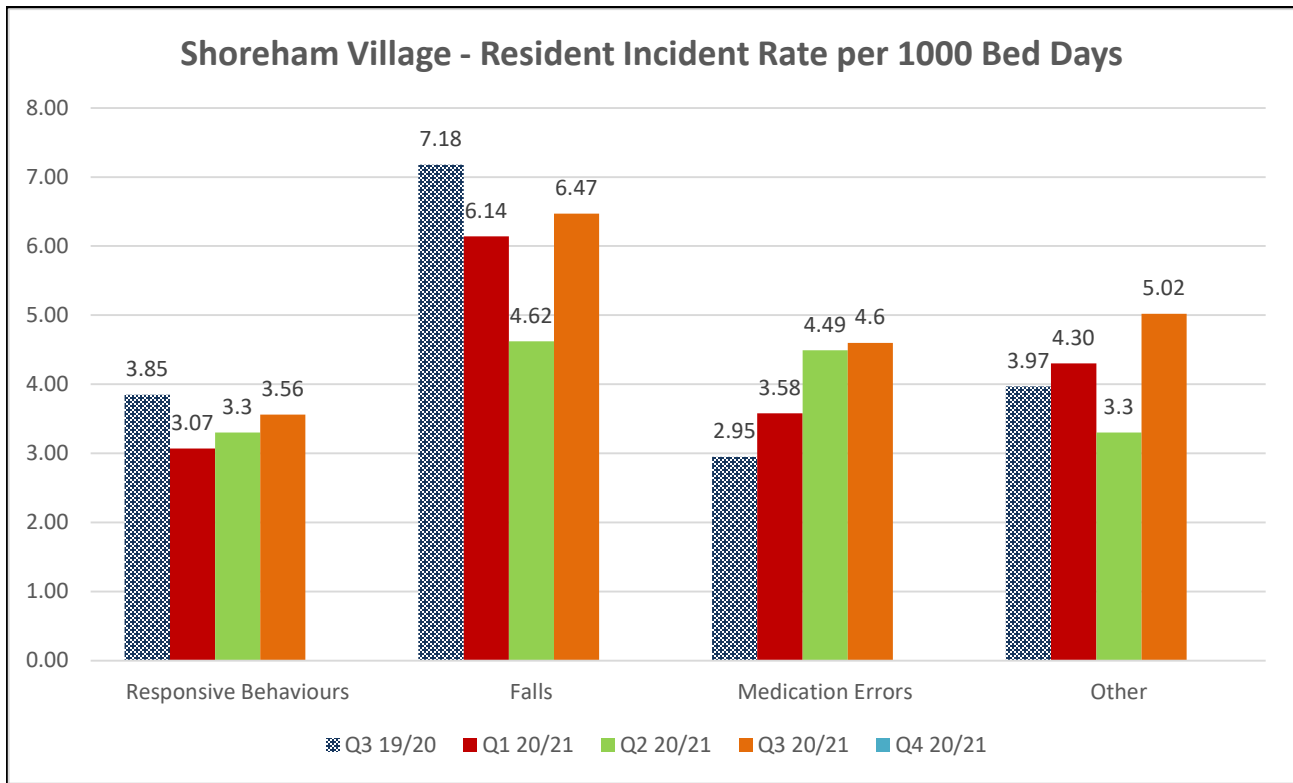
2.0 Shoreham Village - Resident Incidents – Q3 Oct - Dec 2020/21

Total # of Incidents Per Quarter	Q3 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Responsive Behaviors	30	24	25	27	
Falls	56	48	35	49	
Medication Errors	23	28	34	35	
Other	31	34	25	38	
Total	140	134	119	149	

Incident Rate Per 1000 Resident Days	Q3 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Responsive Behaviors	3.85	3.07	3.30	3.56	
Falls	7.18	6.14	4.62	6.47	
Medication Errors	2.95	3.58	4.49	4.6	
Other	3.97	4.3	3.30	5.02	
Total	17.95	17.09	15.71	19.64	



Shoreham Village Resident Care Scorecard



Comments:

The number and rate of incidents have increased over the last quarter (119) and increased over the same period of last year (140). The number of incidents per wing were: A – 21, B – 48, C – 34, D – 14 and E – 33.

Responsive Behaviors

Of the 27 incidents, one resident accounted for 26% of the incidents. The number of incidents per wing: A – 2, B – 8, C – 13, D – 2 and E – 2.

There were 27 episodes of physical aggression and 0 incidents of verbal aggression. 1 incident resulted in a skin tear, no other injuries.

All Responsive Behaviour incidents continue to be reviewed by the Responsive Behaviour Team.

Falls

The number of falls increased compared to last quarter (48 falls) and decreased compared to same quarter of last year (56 falls). Four residents accounted for 37% of the falls.

- Of the 49 falls 4 were witnessed and 45 were unwitnessed.
- 5 falls resulted in minor injuries from bruising to skin tears, and 2 falls resulted in a fracture. 1 pelvis fracture and a fractured ankle this quarter. The fractures were reported to DHW as critical incidents.

Client Support Workers (CSWs) continue to be staffed during the day. CSWs do not provide care but are additional hands/eyes to help meet residents' needs other than care.

Shoreham Village Resident Care Scorecard

All incidents continue to be reviewed on a regular basis by the Manager Resident Care and the mobility team with prevention strategies added to the resident care plans.

Beginning in April incidents will begin to be reported through the Point Click Care incident reporting module.

Medication Errors

Medication errors have remained consistent this quarter and increased from the same period of last year. Missed doses account for 31% (38% last quarter) of all incidents and transcription errors were 22% (41% last quarter). 43% of all errors occurred on B wing and 26% occurred on D wing. All errors are reviewed with staff involved in the errors. There were no errors resulting in injury to residents.

Point Click EMAR implementation went live November 17th. This program has built in flags to help reduce errors and missed doses. In December we had only 1 missed dose which is a significant improvement to past months. We will see overall improvement to medication errors in Q4 once we've had a full quarter using the new EMAR and staff adjust to the process changes related to the medication management system.

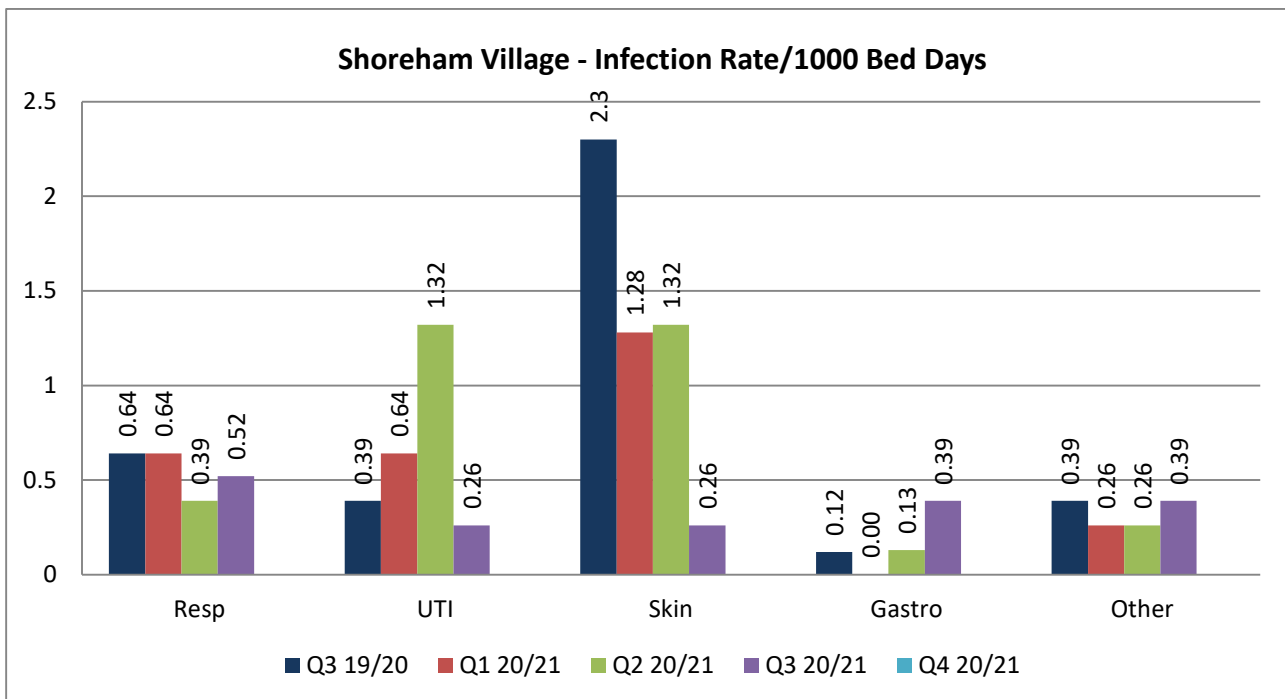
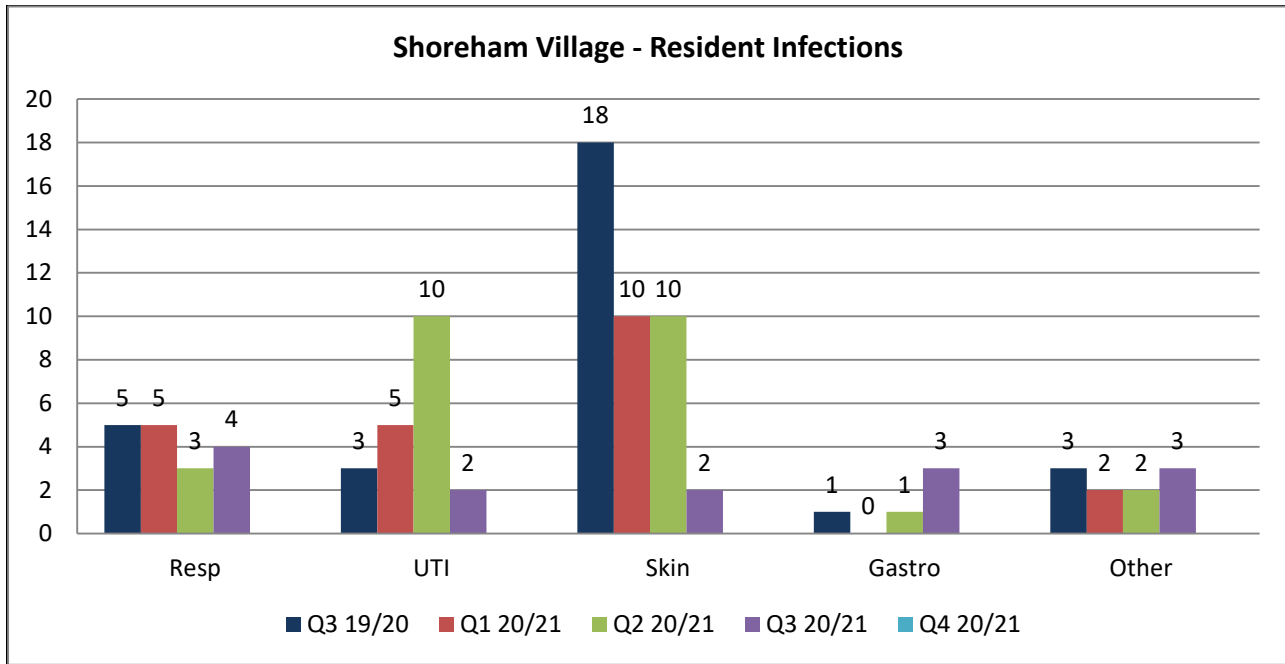
Other Incidents

Of the 38 incidents classified as other 1 was elopement, 2 were choking, 18 were near miss incidents (e.g., resident assisting another resident to the bathroom, resident on counter putting up Christmas decorations, near miss falls, resident stuck in patio doors), and 17 others (e.g., resident found with a small bottle of rum, resident arm caught in side-rail, resident bit a piece of Styrofoam cup, Resident found smoking in room etc.).

3.0 Shoreham Village - Resident Infection Report – Q3 Oct - Dec 2020/21

Total # of Infections Per Quarter	Q3 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Respiratory	5	5	3	4	
Urinary Tract	3	5	10	2	
Skin	18	10	10	2	
Gastrointestinal	1	0	1	0	
Other	3	2	2	6	
Total	30	22	26	14	
Incident Rate Per 1000 Resident Days	Q3 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Respiratory	0.64	0.64	0.39	0.52	
Urinary Tract	0.39	0.64	1.32	0.26	
Skin	2.30	1.28	1.32	0.26	
Gastrointestinal	0.12	0.00	0.13	0.39	
Other	0.39	0.26	0.26	0.39	
Total	3.84	2.82	3.42	1.83	

Shoreham Village Resident Care Scorecard



Comments:

The total number of infections for the 3rd quarter (14) shows a decrease over the same period of last year at (30) and the last quarter (26).

Shoreham Village Resident Care Scorecard

Respiratory Infections

The number of respiratory infections shows an increase this quarter with 4 respiratory as compared to 3 in the last quarter and 5 in the same period of last year. This may be related to time of year and as well as the limited ability of residents to access the community and see family/visitors.

Urinary Tract Infections

The number of reported Urinary Tract Infections (2) decreased from the last quarter (10) and the same period of last year (3).

Skin Infections

The number of skin infections have decreased from the last quarter (10) and decreased when compared to the same period of last year (18). After review with the Pharmacy & Therapeutics committee, Infection Control & the Medical director we have stopped including certain specialized shampoos for itchy scalps in the skin data which was distorting the skin infection information.

Education and review of wound care continues with a designated skin integrity team in place. The team is working towards implementing the Point Click Care Skin & Wound module to integrate documentation and assessment in the one health record and eliminate the use of How2Trak.

Gastrointestinal Infections

There were 0 gastrointestinal infections.

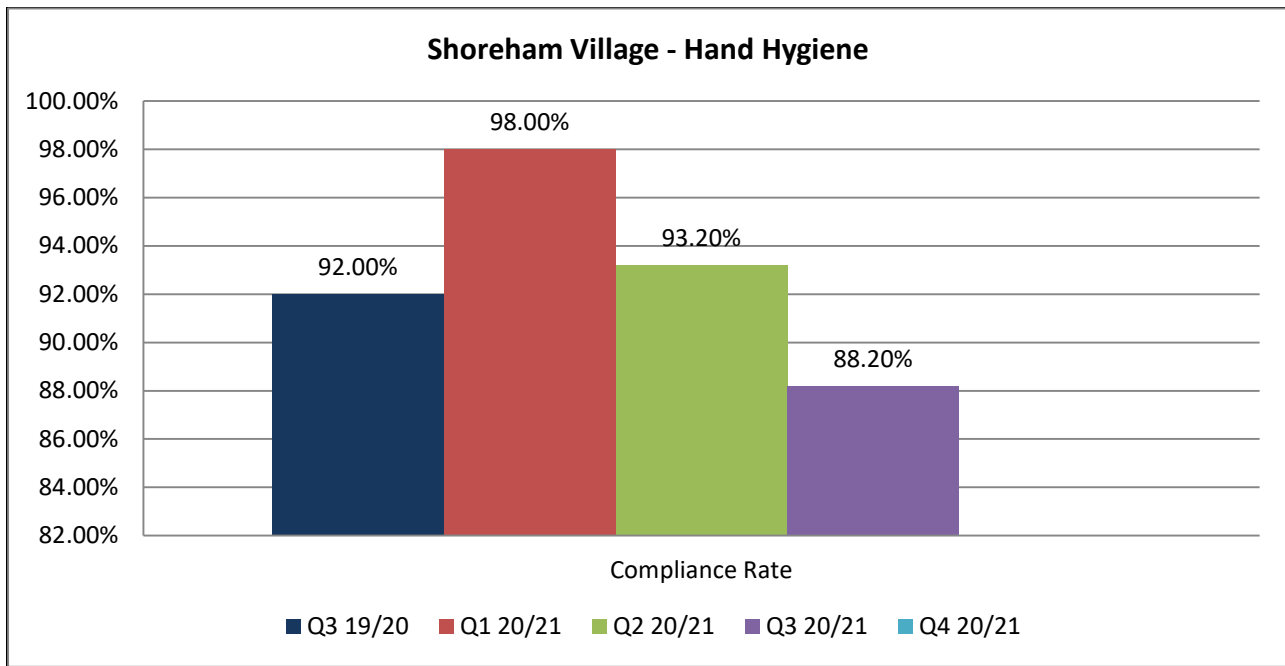
Other Infections (eye, genitourinary, ear, oral)

The other 6 infections were eye (3) and 3 other (Oral, Genitourinary, & decreased level of consciousness) nausea, confusion)

4.0 Shoreham Village - Hand Hygiene Report – Q3 Oct – Dec 2020/21

Results	Q1	Q2	Q3	Q4
# of Staff Audited	25	59	64	
# of Opportunities Observed	100	234	372	
# of Opportunities Met	98 (98%)	218 (93.2%)	328 (88.2%)	
# of Opportunities Missed	2 (2%)	16 (6.8%)	44 (11.8%)	

Shoreham Village Resident Care Scorecard



Comments:

Compliance decreased for opportunities met from last quarter (93.20%) but the amount of auditing significantly increased from 218 observation opportunities to 372. There is a mandatory education module for all staff to complete annually. Areas scoring under 80% are identified for improvement. Infection Prevention and Control Education is being offered to staff.

Areas for improvement include:

Between procedure on same resident as required (77%)

Handling clean linen (73%)

Follow up will be completed by the departmental manager and manager responsible for infection control.