



**Shoreham Village
Resident Care
Scorecard**

**4th Quarter 2020/21
&
Annual**

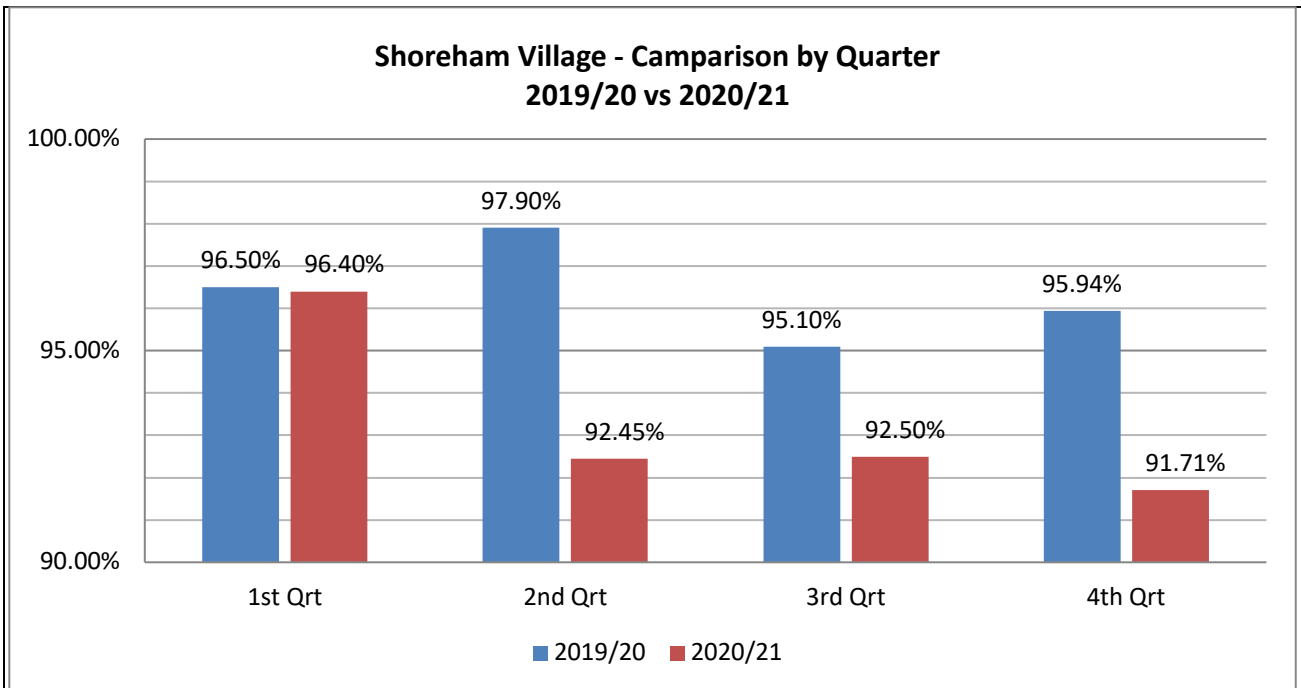
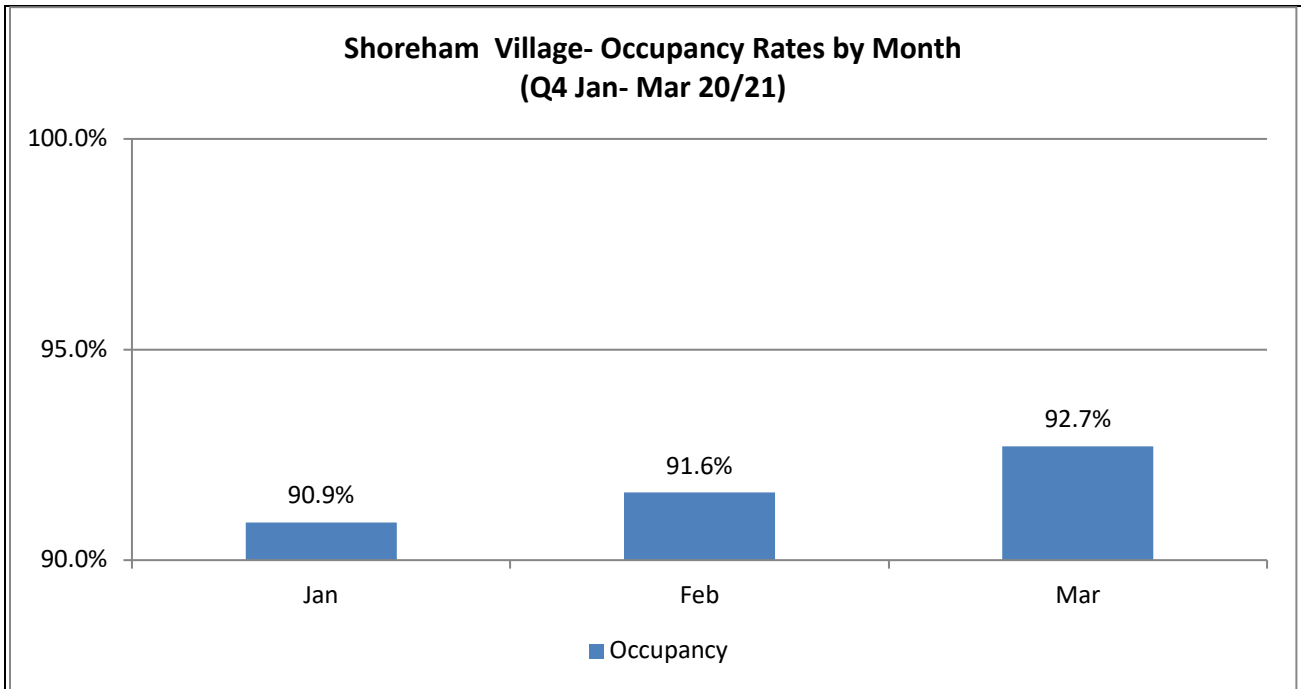
Shoreham Village Resident Care Scorecard

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1.0 Shoreham Village Occupancy Rate Q4 January - March 2020/21 and Annual Comparison

The Average Occupancy Rate for the Q4 Jan - Mar 2020/21 – 91.71% (average 7.38 vacant beds per day).



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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.

The annual occupancy rate was 93.27% for 2020/21. This 4th quarter the occupancy rate was 91.71% (7.38 average vacant beds per day). The rate is lower than the 3rd quarter of 2020/21 and significantly lower compared to the same period of 2019/20 which was 95.94%. This is related to the need to hold vacancies to allow internal movement capacity for outbreak/COVID isolation & treatment in addition to a noted delay in receiving applicants from the placement office of Continuing Care.

The occupancy rate for the respite bed shows almost no utilization as shown in Table 1. This is due to a hold on all respite admissions related to the COVID pandemic until November of 2020 and then only one period of occupancy in February.

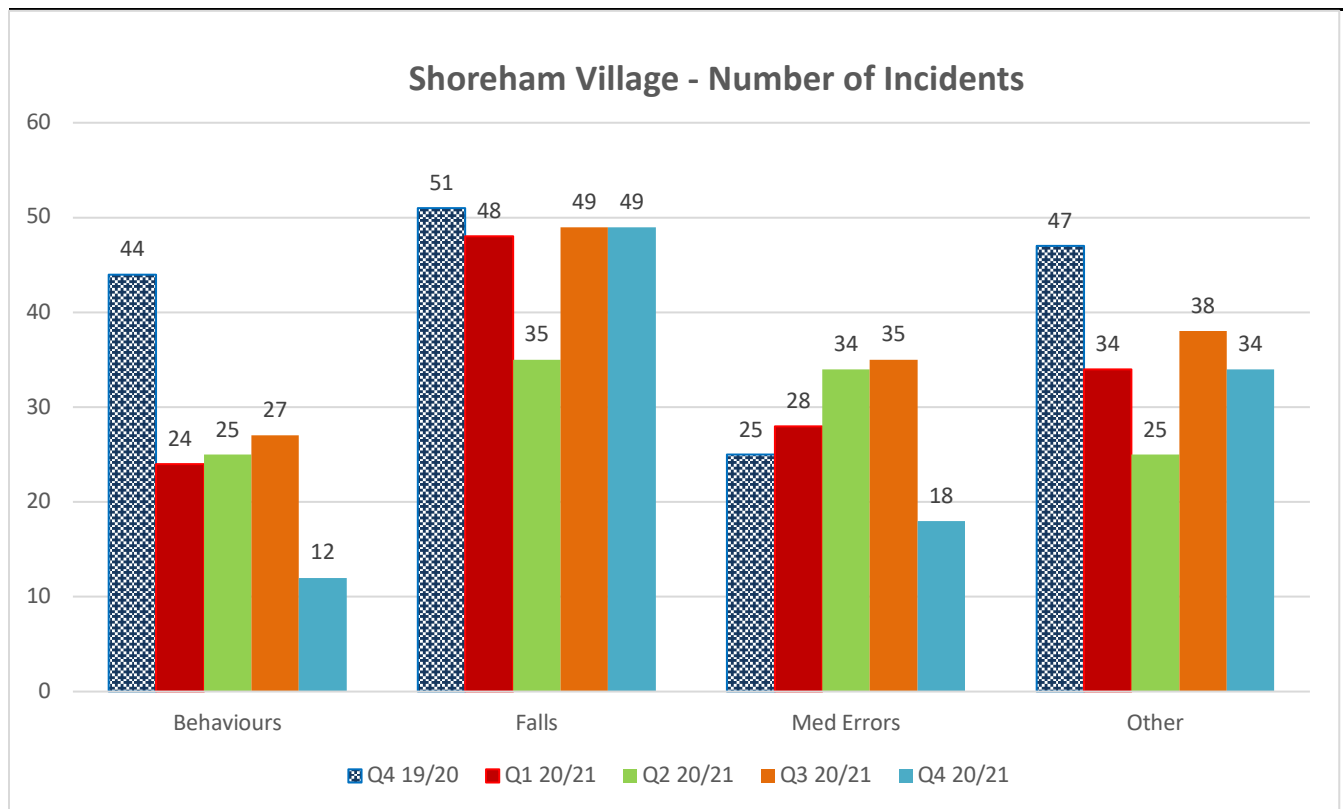
Table 1 Respite Bed Occupancy

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%	0
February	31.0%	3.6%	57.1%	25.0%	82.1%	25%
March	25.8%	48.4%	45.2%	19.4%	45.2%	0
Total	39.1%	48%	62.3%	38.6%	47.4%	1.9%

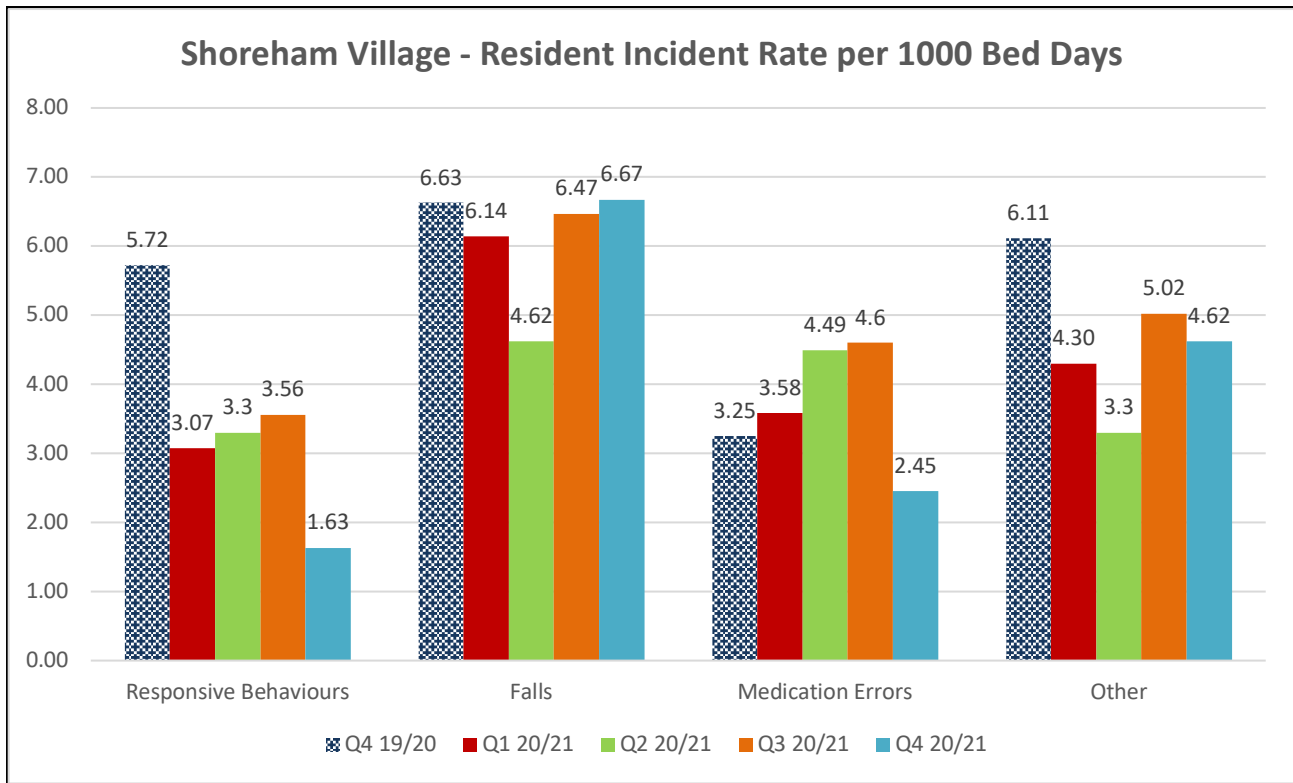
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2.0 Shoreham Village - Resident Incidents – Q4 Jan - Mar 2020/21

Total # of Incidents Per Quarter	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Responsive Behaviors	44	24	25	27	12
Falls	51	48	35	49	49
Medication Errors	25	28	34	35	18
Other	47	34	25	38	34
Total	167	134	119	149	113
Incident Rate Per 1000 Resident Days	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Responsive Behaviors	5.72	3.07	3.30	3.56	1.63
Falls	6.63	6.14	4.62	6.47	6.67
Medication Errors	3.25	3.58	4.49	4.6	2.45
Other	6.11	4.3	3.30	5.02	4.62
Total	21.33	17.09	15.71	19.64	15.37



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Comments:

2020-2021 was a year of resilience and adaptation. Shoreham supported the residents and their families through the uncertainty of changing LTC Guidelines and Public Health directives related to the COVID Pandemic. Shoreham implemented required protocols to keep staff and residents safe while continuing to provide a high standard of quality care as evidenced by our quality indicators.

Overall our annual trend of incidents continue to show improvement over past years. There were 515 incidents in 2020/21 compared to 570 incidents in 2019/20 and 721 in 2018/19.

Quarterly, the number (113) and rate of incidents have decreased over the last quarter (149) and decreased over the same period of last year (167). The number of incidents per wing were: A – 36, B – 23, C – 33, D – 5 and E – 16.

Responsive Behaviors

Of the 12 incidents, one resident accounted for 25% of the incidents. The number of incidents per wing: A – 4, B – 1, C – 7.

There were 12 episodes of physical aggression and 0 incidents of verbal aggression.

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

Falls

The number of falls stay the same compared to last quarter (49 falls) and decreased compared to same quarter of last year (51 falls). 1 resident accounted for 20% of the falls.

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- Of the 49 falls 11 were witnessed and 38 were unwitnessed.
- 7 falls resulted in minor injuries from bruising to skin tears, and 1 fall resulted in a wrist fracture. Fractures are reported to DHW as critical incidents.

Long Term Care Assistants continue to be staffed during the day. LTCAs do not provide care but are additional hands/eyes to help meet residents' needs other than care.

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

The implementation of PCC EMar has been successful with improved practices and less medication errors.

Medication errors have decreased significantly this quarter and when compared to the same period of last year.

Missed doses account for 11% (31% last quarter) of all incidents. Transcription errors were 72% (22% last quarter) however 39% were directly related to learning the new process around biannual medication reviews between Lawtons' and Shoreham. The errors were picked up during the second safety check prior to being confirmed in the electronic system. Shoreham and Lawton's worked together to problem solve the transcription error issues during the quarter, provided additional education to both teams and are no longer experiencing the same rate of transcription errors. 44% (8) of all errors occurred on B wing.

All errors are reviewed with staff involved in the errors. There were no errors resulting in injury to residents.

Other Incidents

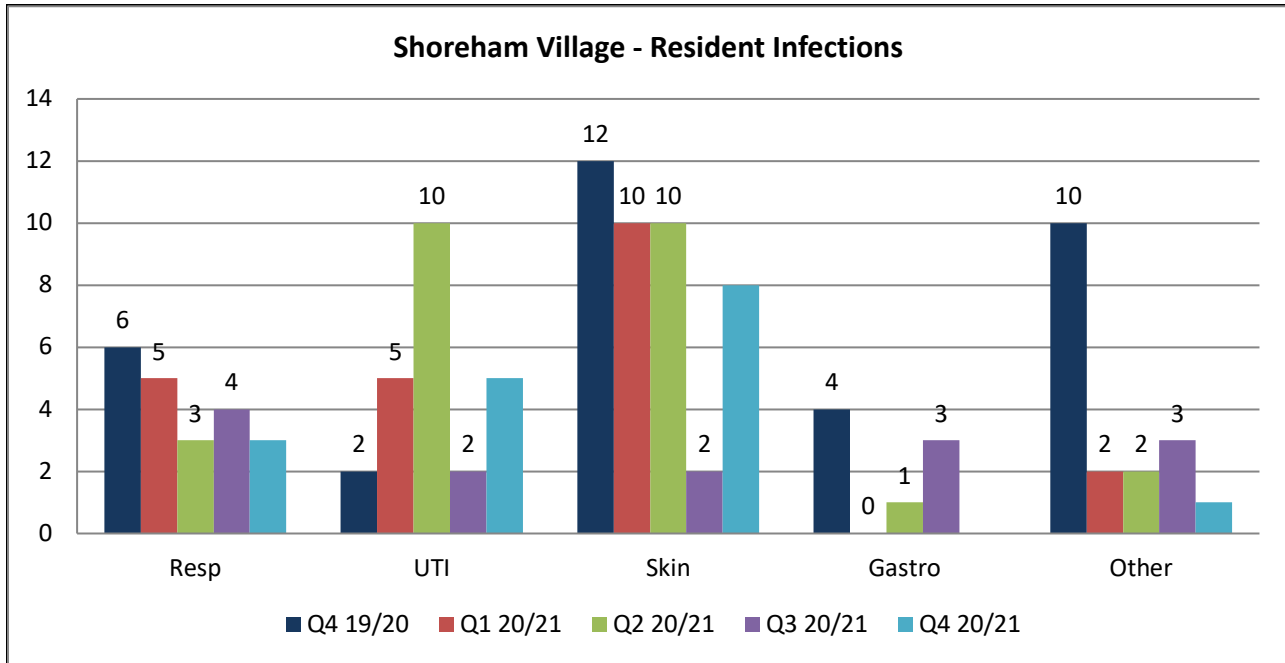
Of the 34 incidents classified as other 3 were elopement, 4 were choking, 15 were near miss incidents (ex. Resident walking with another's walker, residents standing by themselves, transferring to other seating without assistance), and 17 other (ex. Resident who is lactose free given milk chocolates resulting in explosive diarrhea, spilt coffee, leg caught in rail, resident transferred another resident to bed, cleaner found in resident bathroom etc).

3.0 Shoreham Village - Resident Infection Report – Q4 Jan - Mar 2020/21

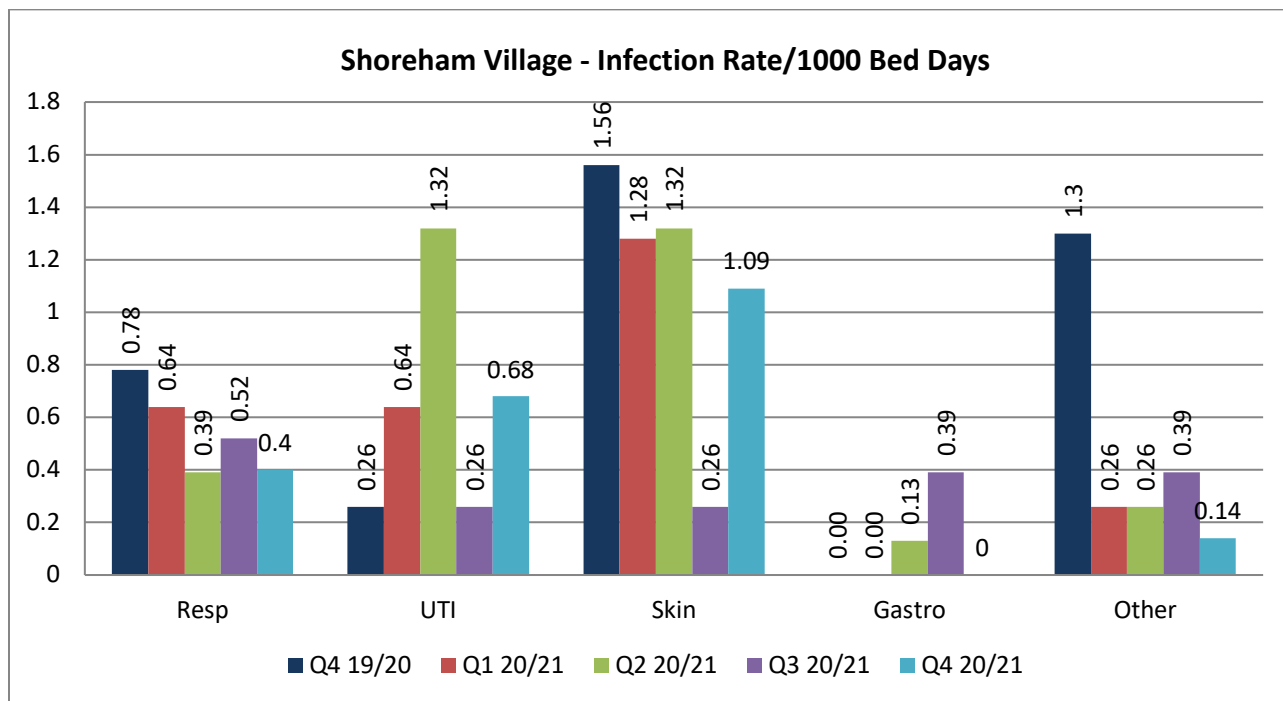
Total # of Infections Per Quarter	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Respiratory	6	5	3	4	3
Urinary Tract	2	5	10	2	5
Skin	12	10	10	2	8
Gastrointestinal	4	0	1	0	0
Other	10	2	2	6	1
Total	34	22	26	14	17

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Incident Rate Per 1000 Resident Days	Q4 2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Respiratory	.78	0.64	0.39	0.52	0.40
Urinary Tract	.26	0.64	1.32	0.26	0.68
Skin	1.56	1.28	1.32	0.26	1.09
Gastrointestinal	0.00	0.00	0.13	0.39	0
Other	1.3	0.26	0.26	0.39	0.14
Total	3.90	2.82	3.42	1.83	2.31



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Comments:

The total number of infections for the 4th quarter (17) shows a decrease over the same period of last year at (34) and a small increase compared to the last quarter (14).

Respiratory Infections

The number of respiratory infections shows a decrease this quarter with 3 respiratory as compared to 4 in the last quarter and 6 in the same period of last year. This may be related to limited ability of residents to access the community and see family/visitors and the increased awareness to hand hygiene, masking and physical distancing.

Urinary Tract Infections

The number of reported Urinary Tract Infections (5) increased from the last quarter (2) and the same period of last year (2).

Skin Infections

The number of skin infections have increased from the last quarter (2) and decreased when compared to the same period of last year (12).

Education and review of wound care continues with a designated skin integrity team in place. The team has implemented the Point Click Care Skin & Wound module to integrate documentation and assessment in the one health record and have eliminated the use of How2Trak.

Gastrointestinal Infections

There were 0 gastrointestinal infections.

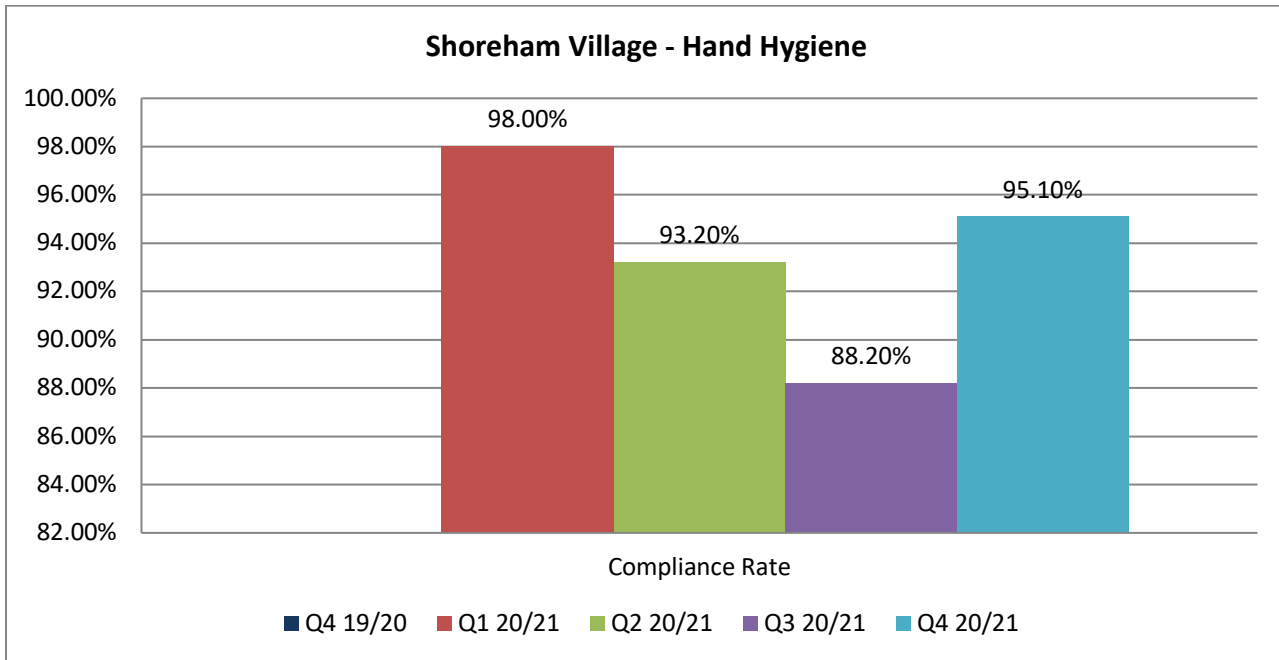
Other Infections (eye, genitourinary, ear, oral)

The other infection was oral.

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4.0 Shoreham Village - Hand Hygiene Report – Q4 Jan – Mar 2020/21

Results	Q1	Q2	Q3	Q4
# of Staff Audited	25	59	64	71
# of Opportunities Observed	100	234	372	475
# of Opportunities Met	98 (98%)	218 (93.2%)	328 (88.2%)	452 (95.1%)
# of Opportunities Missed	2 (2%)	16 (6.8%)	44 (11.8%)	23 (4.8%)



Comments:

Compliance increased for opportunities met from last quarter (88.20%) and the amount of auditing significantly increased from 372 observation opportunities to 475. 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.

Unfortunately, due to the cyber incident we did not have comparable data from the previous year's 4th quarter.

Areas for improvement include:

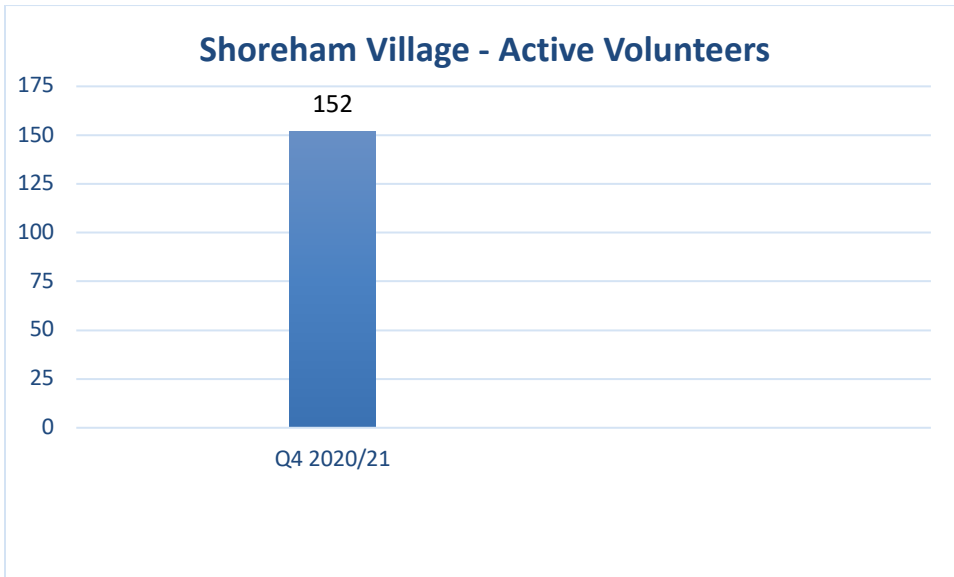
Between procedure on same resident as required (73%)

Handling clean linen (77%)

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

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5.0 Shoreham Village - Volunteer Report – Q4 Jan – Mar 2020/21



Volunteer Recruitment, Training and Retention	Steady or Growing volunteer base
Covid-19 has put a hold on recruiting volunteers at this time. Shoreham continues to maintain communications and updates regarding all activities to preserve connection with the volunteers until such a time that provincial restrictions permit essential and all volunteers to resume.	Due to Covid-19, our volunteer department has remained steady with limited movement