



**Shoreham Village  
Resident Care  
Scorecard**

**1st Quarter 2021/22**

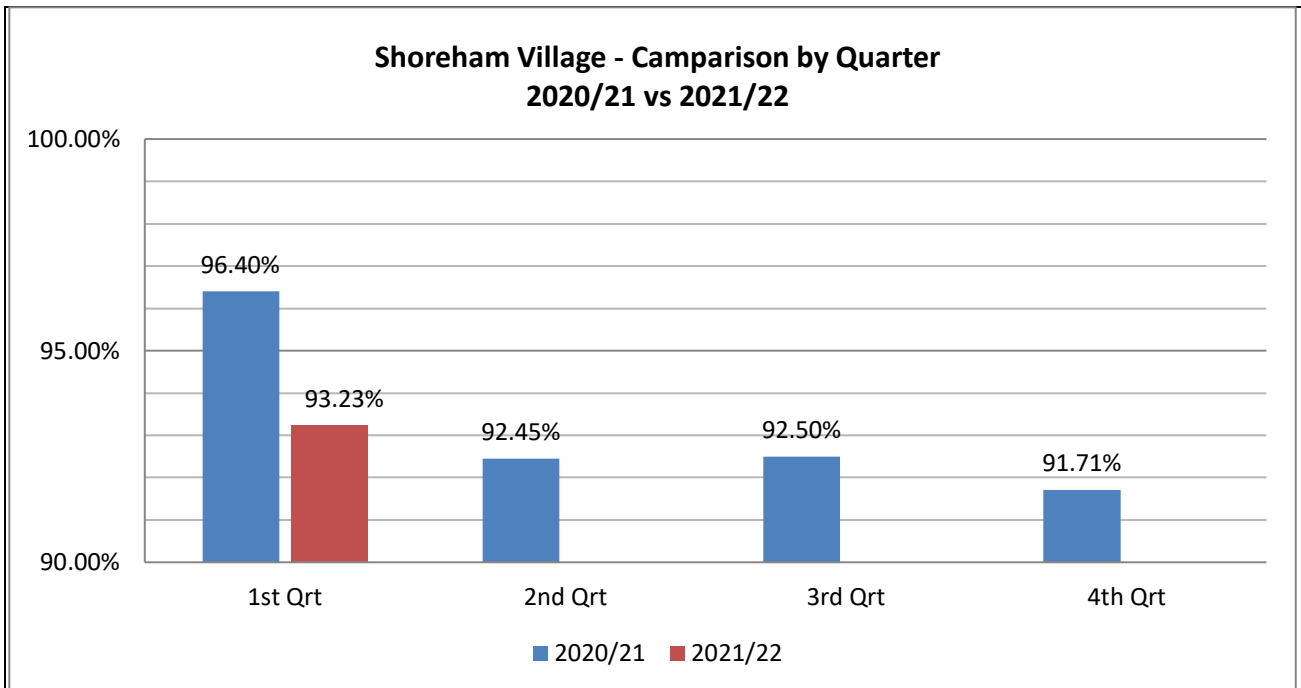
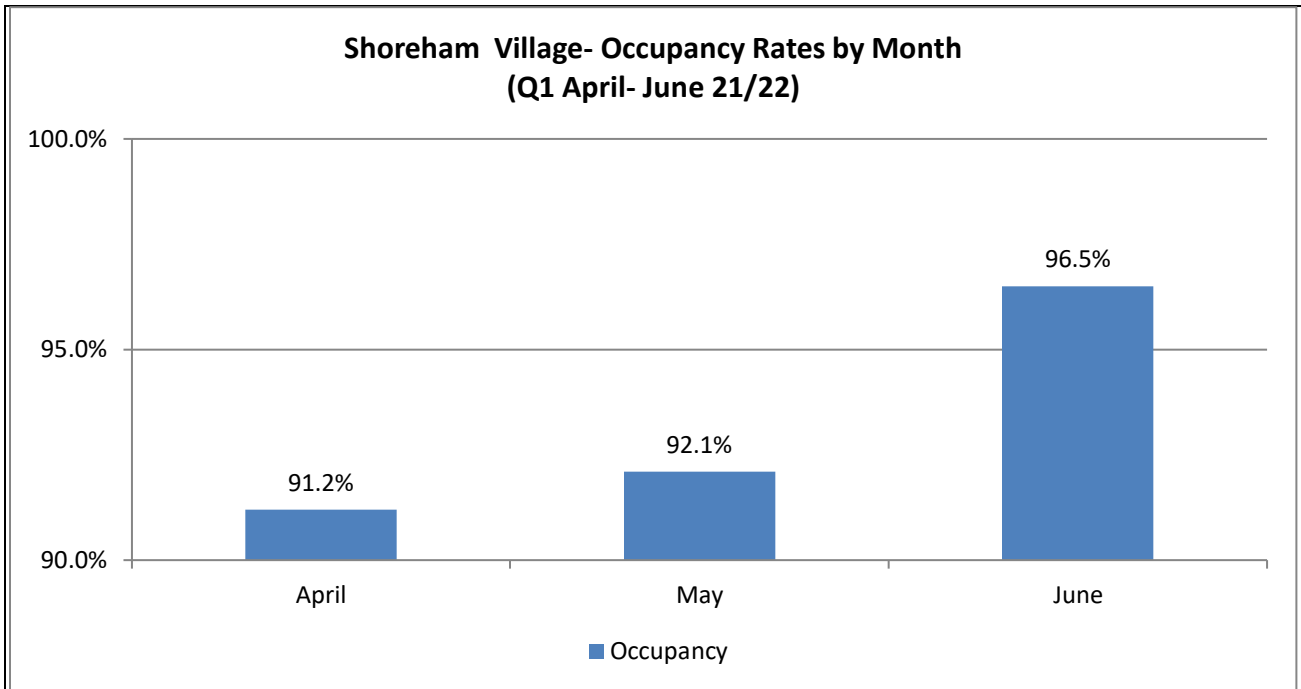
*Shoreham Village Resident Care Scorecard*

1.0	Occupancy Rate	2
2.0	Incident Rate	4
3.0	Infection Rate	6
4.0	Hand Hygiene Rate	9
5.0	Volunteers	10

# Shoreham Village Resident Care Scorecard

## 1.0 Shoreham Village Occupancy Rate Q1 April – June 2021/22

The Average Occupancy Rate for the Q1 April - June 2021/22 – 93.23% (average 6.03 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.

The 1st quarter occupancy rate for 2021/22 was 93.23% (6.03 average vacant beds per day). The rate is higher than the 4th quarter of 2020/21 (91.71%) and significantly lower compared to the same period of 2020/21 which was 96.40%. This is related to the need to hold vacancies to allow internal movement capacity for outbreak/COVID isolation & treatment.

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 minimal periods of occupancy in February and April.

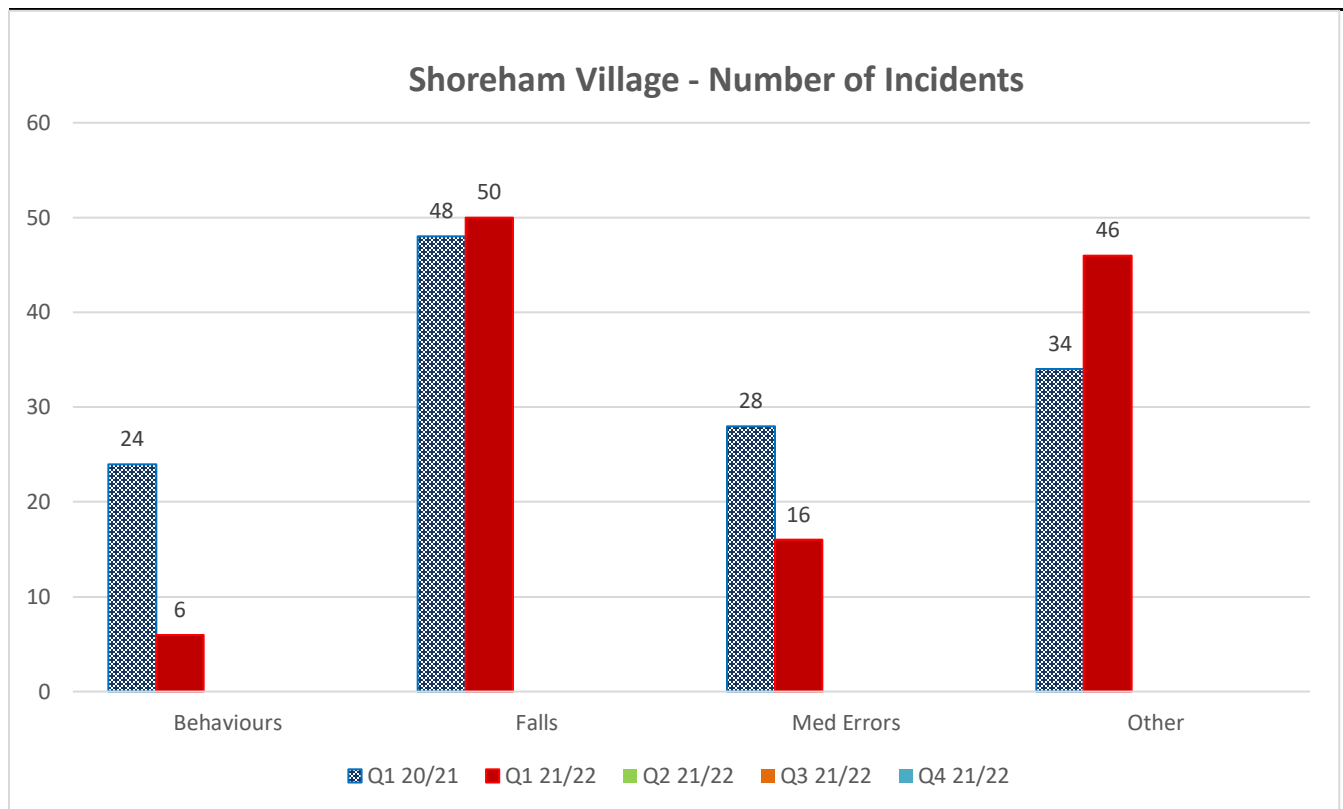
**Table 1 Respite Bed Occupancy**

Month	Occupancy 2016/17	Occupancy 2017/18	Occupancy 2018/19	Occupancy 2019/20	Occupancy 2020-21	Occupancy 2021-22
April	0.0%	60.0%	43.3%	70.0%	0	13.3%
May	71.0%	41.9%	12.9%	35.5%	0	0
June	70.0%	80.0%	36.7%	80.0%	0	0
July	71.0%	61.3%	64.5%	74.2%	0	
August	38.7%	87.1%	51.6%	45.2%	0	
September	33.3%	93.3%	73.3%	20.0%	0	
October	77.4%	77.4%	41.9%	0.0%	0	
November	40.0%	70.0%	33.3%	0.0%	0	
December	77.4%	38.7%	61.3%	71.0%	0	
January	45.2%	35.5%	0.0%	45.2%	0	
February	3.6%	57.1%	25.0%	82.1%	25%	
March	48.4%	45.2%	19.4%	45.2%	0	
<b>Total</b>	<b>48%</b>	<b>62.3%</b>	<b>38.6%</b>	<b>47.4%</b>	<b>1.9%</b>	

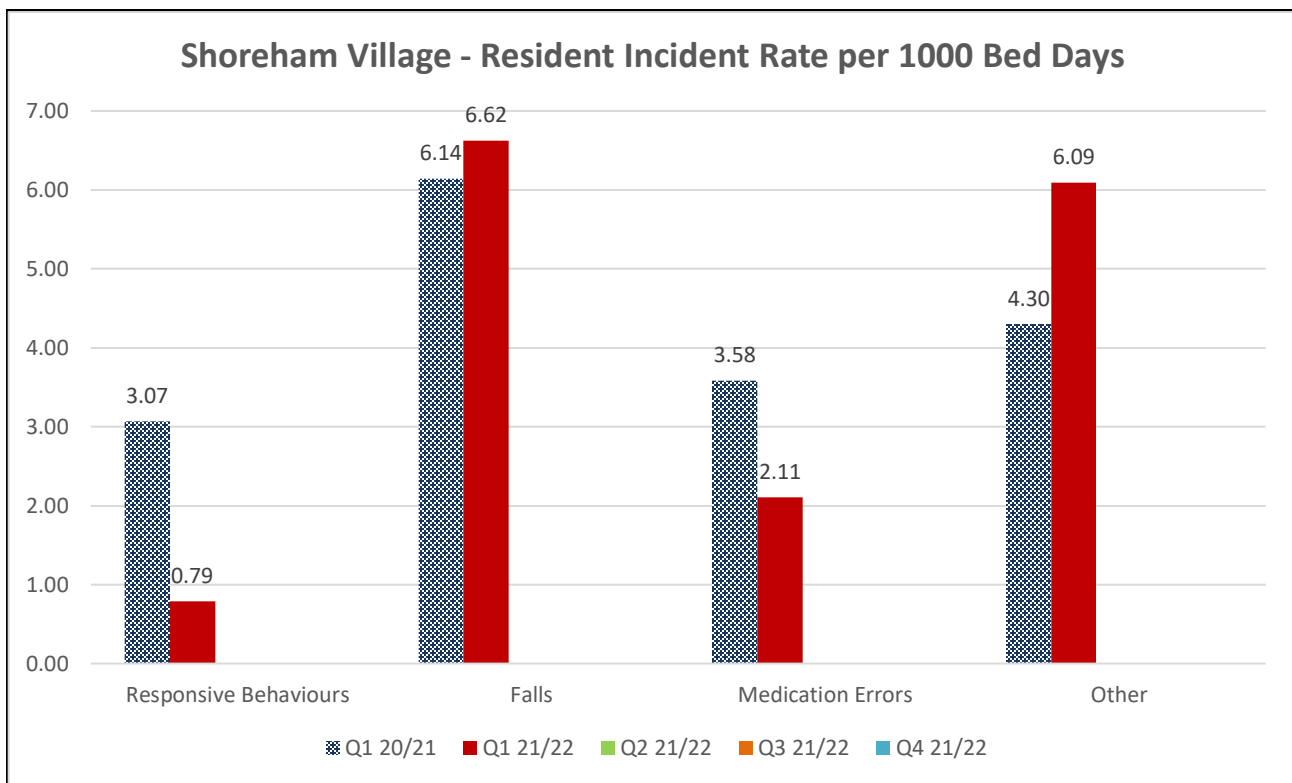
## Shoreham Village Resident Care Scorecard

### 2.0 Shoreham Village - Resident Incidents – Q1 April - June 2021/22

Total # of Incidents Per Quarter	Q1 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Responsive Behaviors	24	6			
Falls	48	50			
Medication Errors	28	16			
Other	34	46			
<b>Total</b>	<b>134</b>	<b>118</b>			
<b>Incident Rate Per 1000 Resident Days</b>					
Incident Rate Per 1000 Resident Days	Q1 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Responsive Behaviors	3.07	0.79			
Falls	6.14	6.62			
Medication Errors	3.58	2.11			
Other	4.3	6.09			
<b>Total</b>	<b>17.09</b>	<b>15.61</b>			



## Shoreham Village Resident Care Scorecard



### 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.

Quarterly, the number (118) and rate of incidents have increased slightly over the last quarter (113) and decreased over the same period of last year (134). The number of incidents per wing were: A – 29, B – 26, C – 24, D – 11 and E – 28.

### Responsive Behaviors

Of the 6 incidents, no one resident had multiple incidents.

The number of incidents per wing: B – 5, E – 1.

There were 4 episodes of physical aggression and 2 incidents of verbal aggression.

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

We have noted a significant improvement in incidents, possibly related to the loosening of the LTC restrictions. We have welcomed families, visitors and volunteers back into the building and residents have been able to access the community.

Gentle Persuasive Approach Training is being arranged for the fall in collaboration with our onsite GPA Coach and our Behavior Resource Consultant.

## Shoreham Village Resident Care Scorecard

### Falls

The number of falls are consistent when compared to the last quarter (49 falls) and when compare to the same quarter of last year (48 falls). 1 resident accounted for 18% of the falls.

- Of the 50 falls 10 were witnessed and 40 were unwitnessed.
- 10 falls resulted in minor injuries from bruising to skin tears, and no falls resulted in a fracture.

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.

We received notification that our funded resources for Occupational Therapy and Physiotherapy has increased from .2 to .6 for each position. The team is in the process of hiring for these positions. This increase in resource will be a welcome addition to the mobility team and overall care team.

### Medication Errors

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

Medication errors have decreased significantly this quarter (16) when compared to the same period of last year (28).

Missed doses account for 18.75% (3) of all medication incidents and in previous quarters prior to EMar accounted for approximately 31%. 43.75% (7) of all medication errors occurred on B wing which is also the wing with the largest medication pass.

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

### Other Incidents

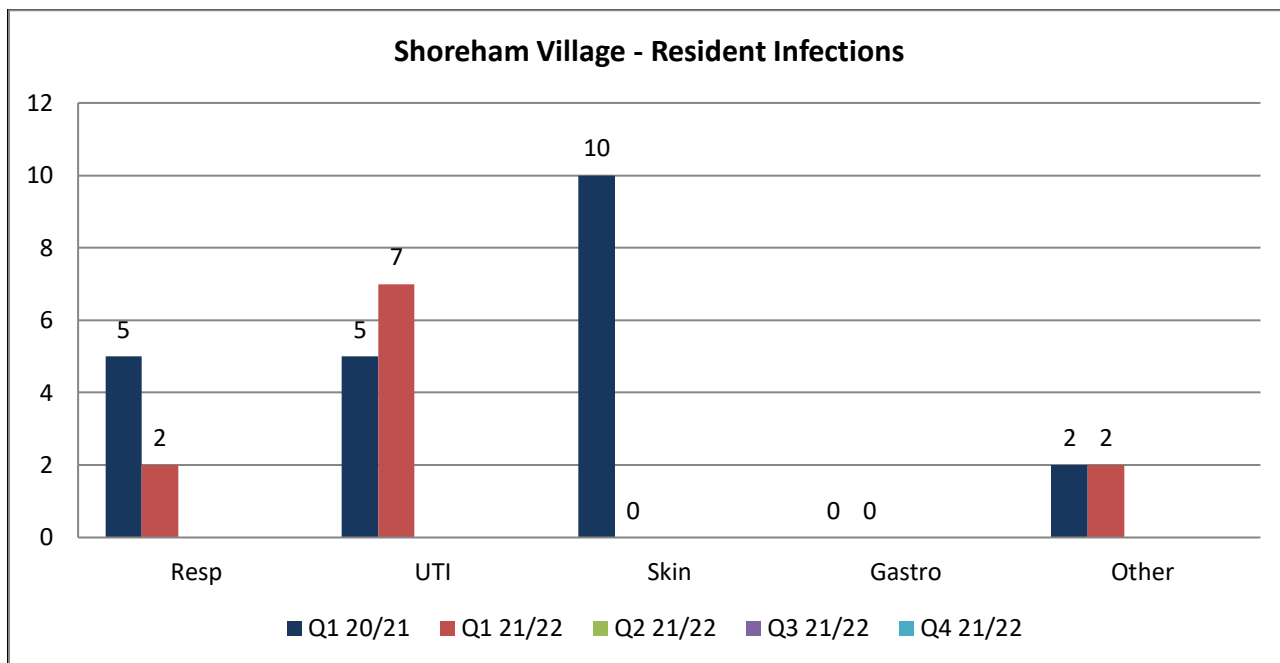
Of the 46 incidents classified as other 0 were elopement, 6 were choking, 22 were near miss incidents (ex. Resident walking with another's walker, residents standing by themselves, transferring to other seating without assistance), and 18 other (ex. Resident who is lactose free given milk chocolates 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	Q1 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Respiratory	5	2			
Urinary Tract	5	7			
Skin	10	0			
Gastrointestinal	0	0			
Other	2	2			
Total	22	11			

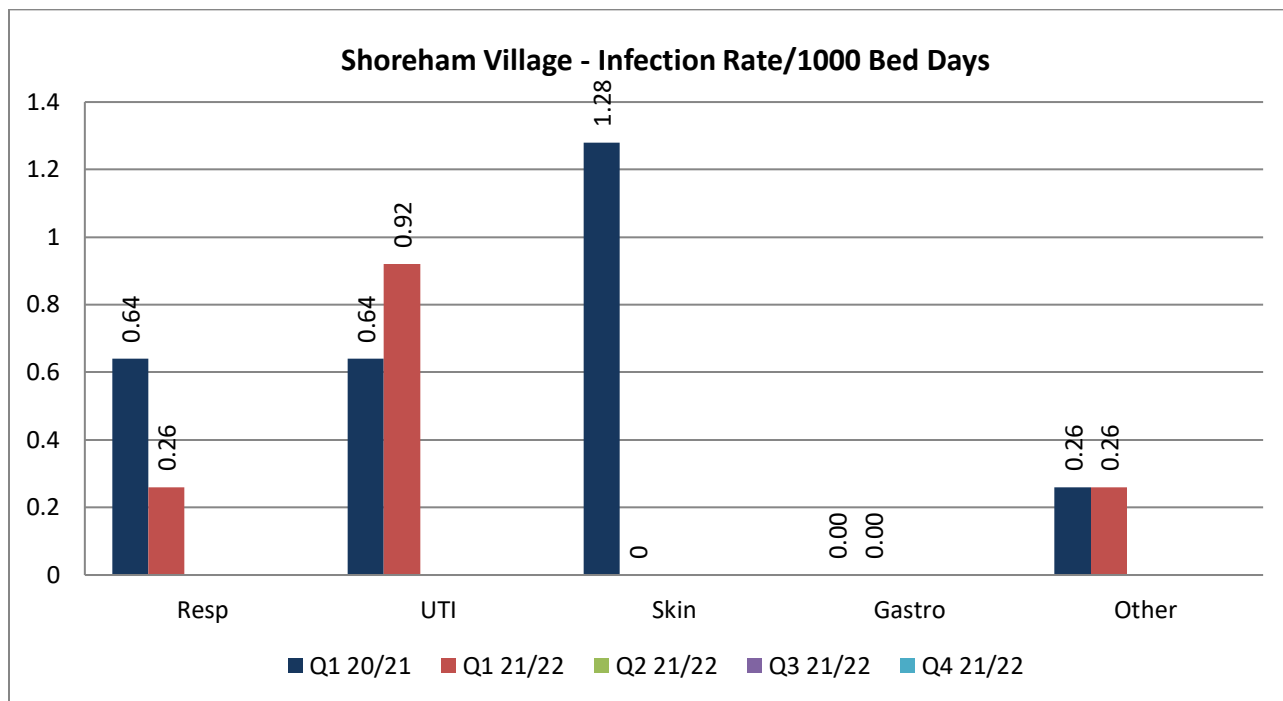
## Shoreham Village Resident Care Scorecard

Incident Rate Per 1000 Resident Days	Q1 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22
Respiratory	0.64	0.26			
Urinary Tract	0.64	0.92			
Skin	1.28	0			
Gastrointestinal	0.00	0			
Other	0.26	0.26			
<b>Total</b>	<b>2.82</b>	<b>1.44</b>			





## Shoreham Village Resident Care Scorecard



### Comments:

The total number of infections for the 1st quarter (11) shows a decrease over the same period of last year at (22) and a decrease compared to the previous quarter (17).

#### Respiratory Infections

The number of respiratory infections shows a decrease this quarter with 2 compared to 3 in the previous quarter and 5 in the same period of last year. This may be related to limited ability of residents to access the community and see family/visitors for the majority of the quarter along with the increased awareness to hand hygiene, masking and physical distancing.

#### Urinary Tract Infections

The number of reported Urinary Tract Infections (7) increased from the last quarter (5) and the same period of last year (5).

#### Skin Infections

The number of skin infections have decreased from the last quarter (2) and decreased when compared to the same period of last year (10).

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.

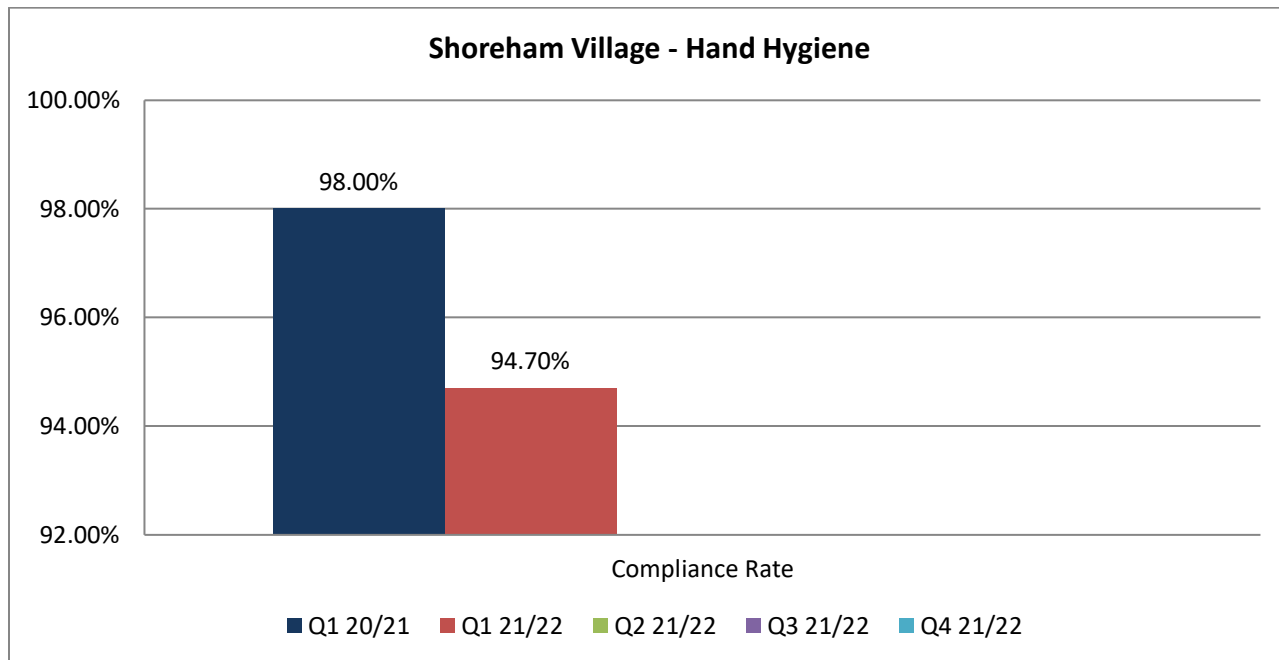
#### Other Infections (eye, genitourinary, ear, oral)

The other infections were oral.

## Shoreham Village Resident Care Scorecard

### 4.0 Shoreham Village - Hand Hygiene Report – Q1 April – June 2021/22

Results	Q1	Q2	Q3	Q4
# of Staff Audited	122			
# of Opportunities Observed	457			
# of Opportunities Met	433 (94.7%)			
# of Opportunities Missed	24 (5.3%)			



#### Comments:

Compliance slightly decreased for opportunities met from last quarter (95.10 %) and the amount of auditing decreased from 475 observation opportunities to 457. Opportunities met also decreased when compared to the same quarter of 20/21 (98%). 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. Last quarter *handling clean linen* was 77% and this quarter we achieved 89% compliance.

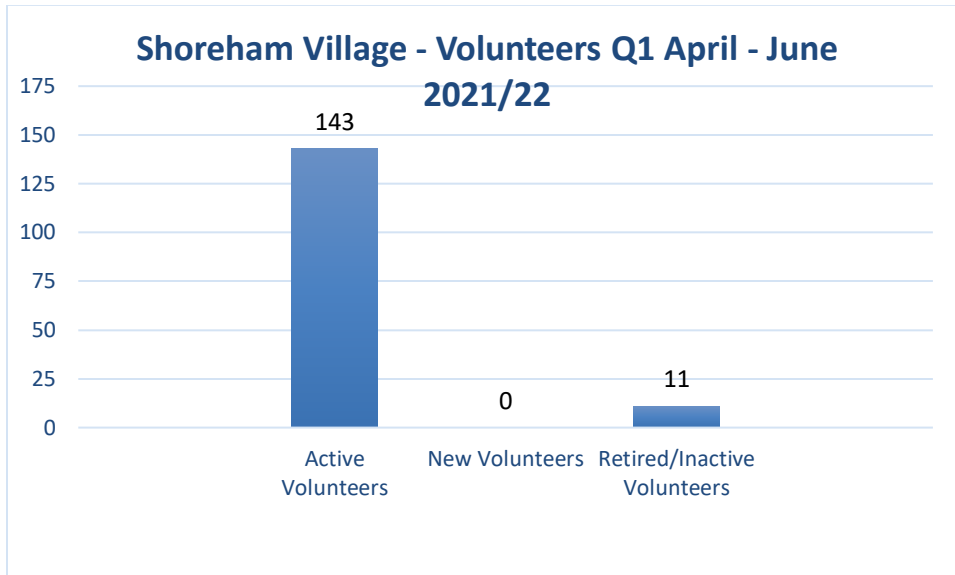
#### Areas for improvement include:

Between procedure on same resident as required was 79% and this is an improvement from last quarter's compliance of 73%. Continued work will be done to support further improvement in this area.

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

Shoreham Village Resident Care Scorecard

5.0 Shoreham Village - Volunteer Report – Q1 April – June 2021/22



Volunteer Recruitment, Training and Retention	Steady or Growing volunteer base
Recent Covid-19 restrictions have been lifted allowing for volunteers to return to Shoreham. We continue to maintain e-mail, social media and verbal communications with the volunteer team.	We have had 1 volunteer decide to retire this quarter as well as 10 who are currently inactive but wish to remain in our volunteer database. Some plan to resume volunteering in the fall.