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**Shoreham Village**

**Resident Care**

**Scorecard**

**4th Quarter 2021/22 &**

**Annual Report**

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# 1.0 Shoreham Village Occupancy Rate Q4 Jan - March 2021/22

# The Average Occupancy Rate for the Q4 Jan - March 2021/22 – 91.07% (average 7.95 vacant beds per day).

**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 91.07% (7.95 average vacant beds per day). The rate as decreased over the 3rd quarter of 2021/22 (94.77%) and decreased over the same period of 2020/21 (91.71%). This is related to vacancies on hold due to a covid outbreak but also beds held with support of DSLTC & Continuing care for the Resident Room renovation project.

The occupancy rate for the respite bed is increasing as shown in Table 1.

 **Table 1 Respite Bed Occupancy**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Month** | **Occupancy 2015/16** | **Occupancy 2016/17** | **Occupancy 2017/18** | **Occupancy 2018/19** | **Occupancy** **2019/20** | **Occupancy****2020-21** | **Occupancy****2021-22** |
| April  | 0% | 0.0% | 60.0% | 43.3% | 70.0% | 0 | 13.3% |
| May | 48.4% | 71.0% | 41.9% | 12.9% | 35.5% | 0 | 0.0% |
| June | 23.3% | 70.0% | 80.0% | 36.7% | 80.0% | 0 | 0.0% |
| July | 96.8% | 71.0% | 61.3% | 64.5% | 74.2% | 0 | 29.0% |
| August | 96.8% | 38.7% | 87.1% | 51.6% | 45.2% | 0 | 74.2% |
| September | 20.0% | 33.3% | 93.3% | 73.3% | 20.0% | 0 | 66.7% |
| October | 51.6% | 77.4% | 77.4% | 41.9% | 0.0% | 0 | 100.0% |
| November  | 33.3% | 40.0% | 70.0% | 33.3% | 0.0% | 0 | 50.0% |
| December | 25.8% | 77.4% | 38.7% | 61.3% | 71.0% | 0 | 32.3% |
| January  | 16.1% | 45.2% | 35.5% | 0.0% | 45.2% | 0 | 61.3% |
| February | 31.0% | 3.6% | 57.1% | 25.0% | 82.1% | 25% | 0 |
| March | 25.8% | 48.4% | 45.2% | 19.4% | 45.2% | 0 | 22.6% |
| **Total**  | **39.1%** | **48%** | **62.3%** | **38.6%** | **47.4%** | **2.1%** | **37.8%** |

**2.0 Shoreham Village - ResidentIncidents – Q4 Jan - March 2021/22**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Total # of Incidents Per Quarter** | **Q4****2020/21** | **Q1****2021/22** | **Q2****2021/22** | **Q3****2021/22** | **Q4****2021/22** |
| Responsive Behaviors | 12 | 6 | 16 | 28 | 37 |
| Falls | 49 | 50 | 49 | 35 | 47 |
| Medication Errors | 18 | 16 | 35 | 44 | 21 |
| Other | 34 | 46 | 45 | 49 | 41 |
| **Total** | **113** | **118** | **145** | **156** | **146** |
|  |  |  |  |  |  |
| **Incident Rate Per 1000 Resident Days** | **Q4****2020/21** | **Q1****2021/22** | **Q2****2021/22** | **Q3****2021/22** | **Q4****2021/22** |
| Responsive Behaviors | 1.63 | 0.79 | 2.07 | 3.6 | 5.07 |
| Falls | 6.67 | 6.62 | 6.33 | 4.5 | 6.44 |
| Medication Errors | 2.45 | 2.11 | 4.52 | 5.67 | 2.87 |
| Other | 4.62 | 6.09 | 5.80 | 6.3 | 5.62 |
| **Total**  | **15.37** | **15.61** | **18.72** | **20.08** | **20.00** |

**Comments:**

2021-2022 saw us through a second year of the pandemic. The Shoreham team continued to demonstrate resilience and adaptation. Shoreham supported the residents and their families through the uncertainly of changing LTC Guidelines and Public Health directives related to the evolving waves of COVID and new variants. Shoreham implemented required protocols to keep staff and residents safe while continuing to support required renovations and provide a high standard of quality care.

Overall our annual rate of incidents increased this past year but continues to demonstrate improvement over past years. There were 565 incidents in 2021-22 compared to 515 incidents in 2020/21, 570 incidents in 2019/20 and 721 in 2018/19.

The number and rate of incidents have decreased over the last quarter (156) and increased over the same period of last year (113). The number of incidents per wing were: A – 11, B – 73, C – 19, D – 1 and E – 42.

* Of the 146 incidents 28% were classified as other.
* 5 residents had 3 or more incidents this quarter (excluding med occurrences) and accounted for 37 incidents (30%). 1 resident had 18 incidents and 1 resident had 10 incidents.
* With the room renovation project underway D wing residents have been temporarily accommodated on other wings resulting in incidents being shifted from D wing.

**Responsive Behaviors**

Of the 37 incidents, 4 residents accounted for 59% of the incidents. 1 resident had 10 incidents and 1 resident had 5, 1 resident had 4 and 1 had 3 incidents each. The number of incidents per wing: A –1, B –28 , C –1 , D –0 and E – 7.

There were 31 episodes of physical aggression and 6 incidents of verbal aggression. No incidents resulted in an injury.

All Responsive Behaviour incidents continue to be reviewed by the Responsive Behavior Team which includes the zone Behavior Resource Consultant. PIECES and GPA continue to be the foundation for our behavior support approach.

**Falls**

The number of falls have increased since last quarter (35 falls) and improved from the same quarter of last year (49 falls). Three residents accounted for 23.4% of the falls.

* Of the 47 falls, 13 were witnessed and 34 were unwitnessed.
* 9 falls resulted in minor injuries from redness to minor laceration. No serious injuries, breaks or fractures.

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.

**Medication Errors**

The number of medication errors have significantly improved and decreased this quarter from 44 to 21 and slightly increased when compared to the same period of last year (16). The number of incidents per wing: A –4, B – 9, C – 2, D – 1 and E – 5.

*Missed doses* accounted for 23.8% (5) of the med errors. *Patches* (not being removed) accounted for 19% (4) of all med errors and Pharmacy errors accounted for 19% (4 - data entry).

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

**Other Incidents**

Of the 41 incidents classified as other, 1 choking incidents, 20 were near miss incidents, and 20 other (eg. Resident ate wrong dessert, ate roommates cheesies, arm stuck in wheelchair, co-resident removing seatbelt of resident, spilled tea, window left open, mechanical lift bar hit residents in head)

**3.0 Shoreham Village - ResidentInfection Report – Q2 July - September 2021/22**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Total # of Infections Per Quarter** | **Q4****2020/21** | **Q1****2021/22** | **Q2****2021/22** | **Q3****2021/22** | **Q4****2021/22** |
| Respiratory | 3 | 2 | 0 | 1 | 64\* |
| Urinary Tract  | 5 | 7 | 4 | 6 | 2 |
| Skin  | 8 | 0 | 2 | 2 | 2 |
| Gastrointestinal  | 0 | 0 | 1 | 0 | 0 |
| Other | 1 | 2 | 3 | 0 | 3 |
|  |  |  |  |  |  |
| Total  | 17 | 11 | 10 | 9 | 71 |
|  |  |
| **Incident Rate Per 1000 Resident Days** | **Q4****2020/21** | **Q1****2021/22** | **Q2****2021/22** | **Q3****2021/22** | **Q4****2021/22** |
| Respiratory | 0.40 | 0.64 | 0 | 0.12 | 8.77 |
| Urinary Tract  | 0.68 | 0.64 | .52 | 0.77 | 0.27 |
| Skin  | 1.09 | 1.28 | .26 | 0.26 | 0.27 |
| Gastrointestinal  | 0 | 0.00 | .13 | 0 | 0 |
| Other | 0.14 | 0.26 | .39 | 0 | 0.41 |
|  |  |  |  |  |  |
| Total  | 2.31 | 2.82 | 1.29 | 1.14 | 9.72 |

\*61 are COVID infections

**Comments:**

The total number of infections for the 4th quarter (71) shows a significant increase over the last quarter (9) and the same period of last year at (17) and this is due to the COVID outbreak which began in January seeing 61 residents infected.

**Respiratory Infections**

Aside from the 61 COVID infections there were 3 other respiratory infections this quarter, an increase from the 2nd quarter (1) and the same from the same period of last year (3).

**Urinary Tract Infections**

The number of reported Urinary Tract Infections (2) decreased from the last year (5) and the 3rd quarter (6).

All residents were treated in house and symptoms resolved.

**Skin Infections**

The number of skin infections (2) have remained the same from the last quarter and decreased from the same period of last year (8).

**Gastrointestinal Infections**

There was 0 gastrointestinal infection.

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

There were 3 other infections for this quarter.

**4.0 Shoreham Village – Pressure Injury Summary – Q4 Jan – March 2021/22**

The Provincial Wound Care Program, overseen by Health Association of NS (HANS) collects data monthly through a submission to the Department of Seniors & Long Term Care (DSLTC). Shoreham data is submitted on the pressure injuries (PIs) in the facility on a given date, the last day of the month. This data captures pressure injuries and does not include other wounds ie skin tears, diabetic wounds.

|  |  |  |  |
| --- | --- | --- | --- |
|  | January | February | March |
| # of Residents with PIs | 1 | 2 | 3 |
| # of Stage 2 PIs | 0 | 1 | 1 |
| # of Stage 3 PIs | 0 | 0 | 1 |
| # of Stage 4 PIs | 0 | 1 | 1 |
| # of Unstageable PIs | 1 | 0 |  |
| # of Facility Acquired | 0 | 0 | 1 |
| **TOTAL PIs** | **1** | **2** | **3** |

**5.0 Shoreham Village - Hand Hygiene Report – Q4 Jan – March 2021/22**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Results** | **Q1** | **Q2** | **Q3** | **Q4** |
| # of Staff Audited | 122 | 102 | 78 | 463 |
| # of Opportunities Observed | 457 | 395 | 277 | 2219 |
| # of Opportunities Met  | 433 (94.7%) | 378(95.7%) | 269 (97%) | 2156 (97%) |
| # of Opportunities Missed | 24(5.3%) | 17(4.3%) | 9 (3%) | 63 (3%) |

**Comments:**

**Areas for improvement include:**

This quarter saw a significant increase in auditing due to the covid outbreak. The team was continuously auditing and educating staff to support safe practices.

There were 63 incidents where the opportunity for Hand Hygiene was missed however no areas scored less than 80%. Areas where the majority of unmet opportunities resulted included: Not washing hands before direct care, before handling clean linen, before feeding and food prep.

Communication was sent through the HUB for all staff to share audit results and reminders.

**Other Infection control audits were completed which included mask and PPE wearing.**

**Mask Audit**

149 audits completed: 139 met (95%) and 8 not met (5%)

Areas noted touching nose/face, masks not being worn properly (under nose), not wearing all the time.  These folks were spoken to at the time of the audit.

**Infection Control/ PPE audits**

21 audits completed:  16 compliant (76%) and 5 not met (24%)Areas identified for improvement improper signage, not cleaning shared equipment between residents, cleaning clean to dirty. These items were immediately addressed at the time of the audit.

**6.0 Shoreham Village - Volunteer Report – Q4 Jan – March 2021/22**

**Comments:**

**Volunteer Recruitment, Training and Retention**

During this quarter, Shoreham experienced a significant COVID outbreak limiting recruitment. We continue to maintain email, social media and verbal communications with volunteers.

**Steady or Growing volunteer base**

We have had 4 volunteers retire from volunteering. Shoreham Village recruited 0 new volunteers during this quarter.