



**Shoreham Village
Resident Care
Scorecard**

3rd Quarter 2022/23

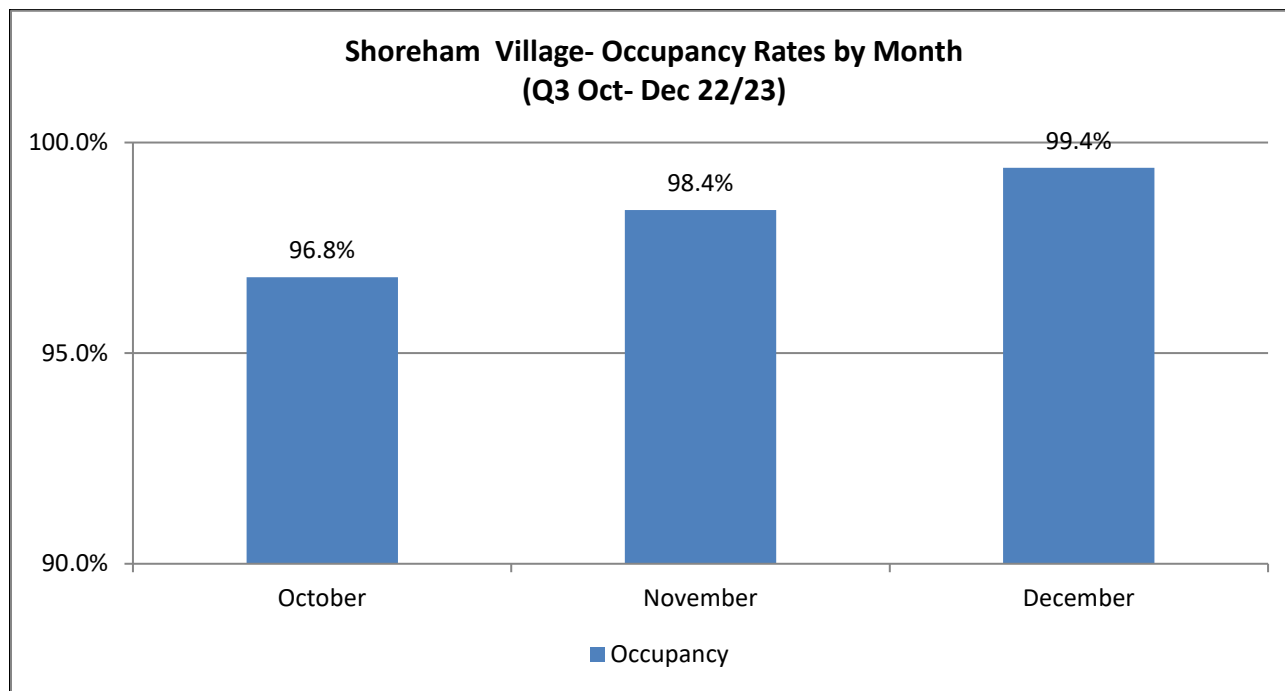
Shoreham Village Resident Care Scorecard

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1.0 Shoreham Village Occupancy Rate Q3 Oct – Dec 2022/23

The Average Occupancy Rate for the Q3 Oct – December 2022/23 – 98.20% (1.61 average 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.

The 3rd quarter occupancy (98.2%) rate equates to 1.61 vacant beds per day. The rate is higher than the 2nd quarter of 2022/23 (95.6%) and higher compared to the same period of 2021/22 which was 94.77%. This increase in occupancy rate is related to beds being reopened following the completion of the Resident Room renovation project.

The occupancy rate for the respite bed shows an increase in utilization when compared to in the previous two years as shown in Table 1 and appears we are beginning to return to levels previously seen pre-Covid.

Table 1 Respite Bed Occupancy

Month	Occupancy 2016/17	Occupancy 2017/18	Occupancy 2018/19	Occupancy 2019/20	Occupancy 2020-21	Occupancy 2021-22	Occupancy 2022-23
April	0.0%	60.0%	43.3%	70.0%	0	13.3%	53.3%
May	71.0%	41.9%	12.9%	35.5%	0	0.0%	35.5%
June	70.0%	80.0%	36.7%	80.0%	0	0.0%	83.3%
July	71.0%	61.3%	64.5%	74.2%	0	29.0%	0

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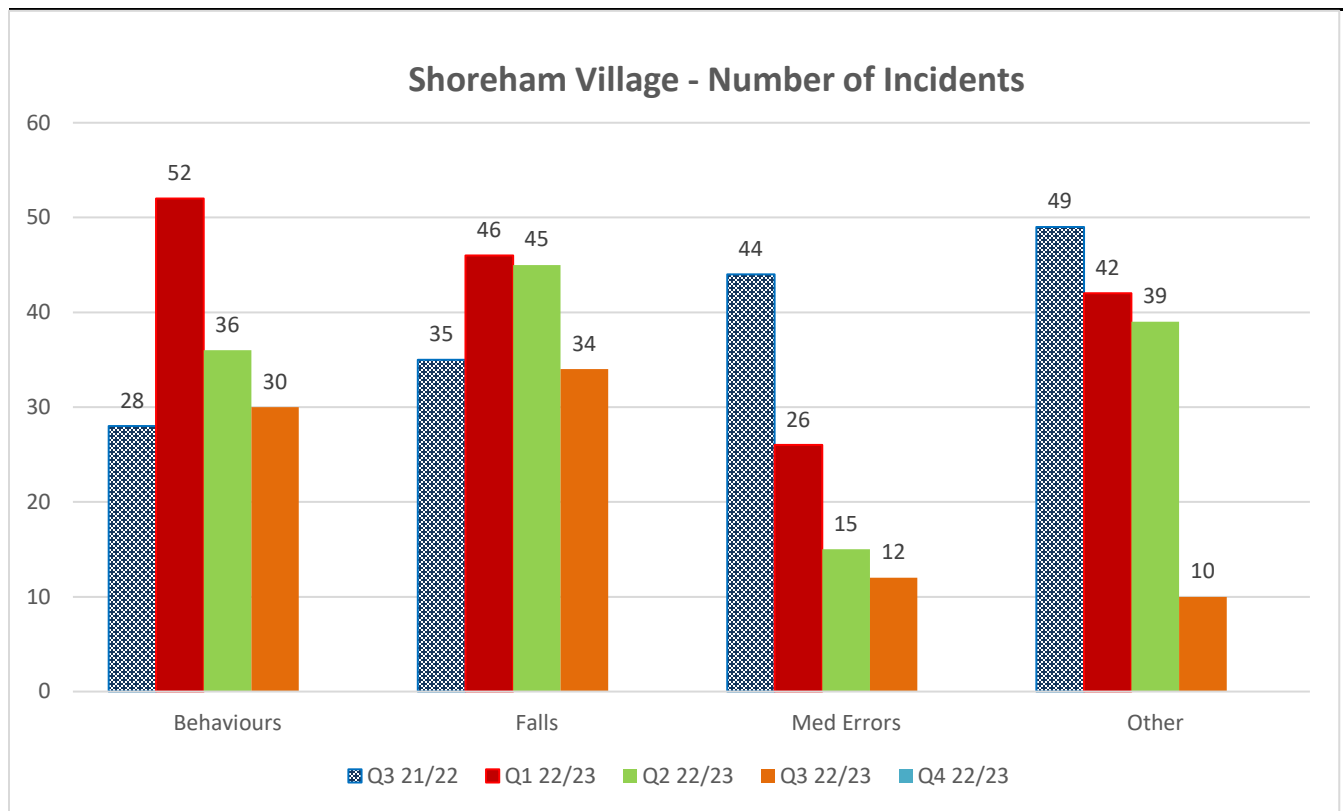
August	38.7%	87.1%	51.6%	45.2%	0	74.2%	93.5%
September	33.3%	93.3%	73.3%	20.0%	0	66.7%	70.0%
October	77.4%	77.4%	41.9%	0.0%	0	100.0%	22.6%
November	40.0%	70.0%	33.3%	0.0%	0	50.0%	43.3%
December	77.4%	38.7%	61.3%	71.0%	0	32.3%	58.1%
January	45.2%	35.5%	0.0%	45.2%	0	61.3%	
February	3.6%	57.1%	25.0%	82.1%	25%	0	
March	48.4%	45.2%	19.4%	45.2%	0	22.6%	
Total	48%	62.3%	38.6%	47.4%	2.1%	37.8%	51%

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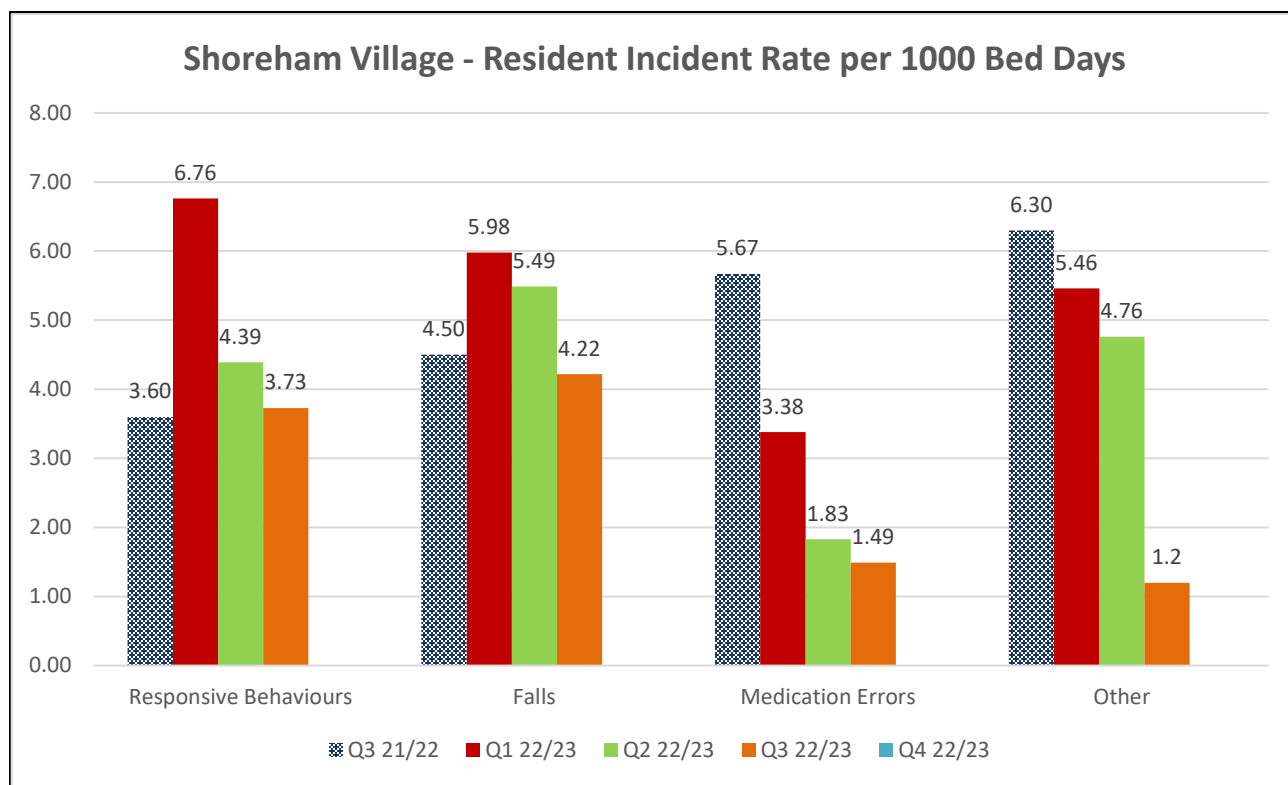
2.0 Shoreham Village - Resident Incidents – Q3 Oct - Dec 2022/23

Total # of Incidents Per Quarter	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Responsive Behaviors	28	52	36	30	
Falls	35	46	45	34	
Medication Errors	44	26	15	12	
Other	49	42	39	10	
Total	156	166	135	86	

Incident Rate Per 1000 Resident Days	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Responsive Behaviors	3.6	6.76	4.39	3.73	
Falls	4.5	5.98	5.49	4.22	
Medication Errors	5.67	3.38	1.83	1.49	
Other	6.3	5.46	4.76	1.2	
Total	20.08	21.58	16.47	10.68	



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Comments:

This quarter marks the second that resident quality incident indicator data is being captured and reported through our Risk Management Point Click Care (PCC) module. This has eliminated the need for data to be entered into databases from paper incident reports. Now the data is derived directly from the incident reports generated within PCC. This new process captures resident incidents (falls, behaviors, other). Medication occurrences remain a paper process at this time.

Quarterly, the number (86) and rate of incidents have decreased over the last quarter (135) and decreased over the same period of last year (156). This quarter shows a significant decrease in incidents, especially in the *other* category. It is possible there is an element of under reporting due to the number of agency and travel staff currently supporting Shoreham. The Managers are working with the agency and travel staff to ensure that they understand the reporting process and are supported to complete incident reports.

- Of the 86 incidents 12% were classified as other.
- 10 residents accounted for 42 incidents (48.8%) not including medication occurrences.

Responsive Behaviors

Last quarter there were 36 incidents and this quarter we have seen a decrease in behavior occurrences, 30. Of these 30 incidents, 18 were involving the same 5 residents.

There were 21 episodes of physical aggression and 4 incidents of verbal aggression, 1 episode of self-inflicted injury and 4 sexually aggressive/non-aggressive occurrence.

All Responsive Behavior incidents continue to be reviewed by the Behavior Support Team.

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Gentle Persuasive Approach Training continues to provide the basis of Shoreham Behavior support care. We have an onsite GPA coach and we work closely with our zone Behavior Resource Consultant.

Falls

The number of falls have decreased when compared to the last quarter (45 falls) and comparable to the same quarter of last year (35 falls). 18 residents fell this quarter. 5 residents accounted for 52.9% of the falls.

- Of the 34 falls 6 were witnessed and 27 were unwitnessed and 1 was during a staff assisted transfer.
- 10 of the 45 falls resulted in no injuries. The remaining had minor injuries from redness or bruising to skin tears, and no falls resulted in a fracture. 1 fall resulted in a transfer to hospital for assessment due to possible head injury. The resident did not require treatment and returned to Shoreham.

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

Medication errors have improved this quarter when compared last quarter (26) to the same period of last year (35).

Missed doses account for 66% (8) of all medication incidents. 16% (2) of all medication errors were pharmacy errors. 50% (6) of medication incidents occurred on D wing and E wing.

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

Other Incidents

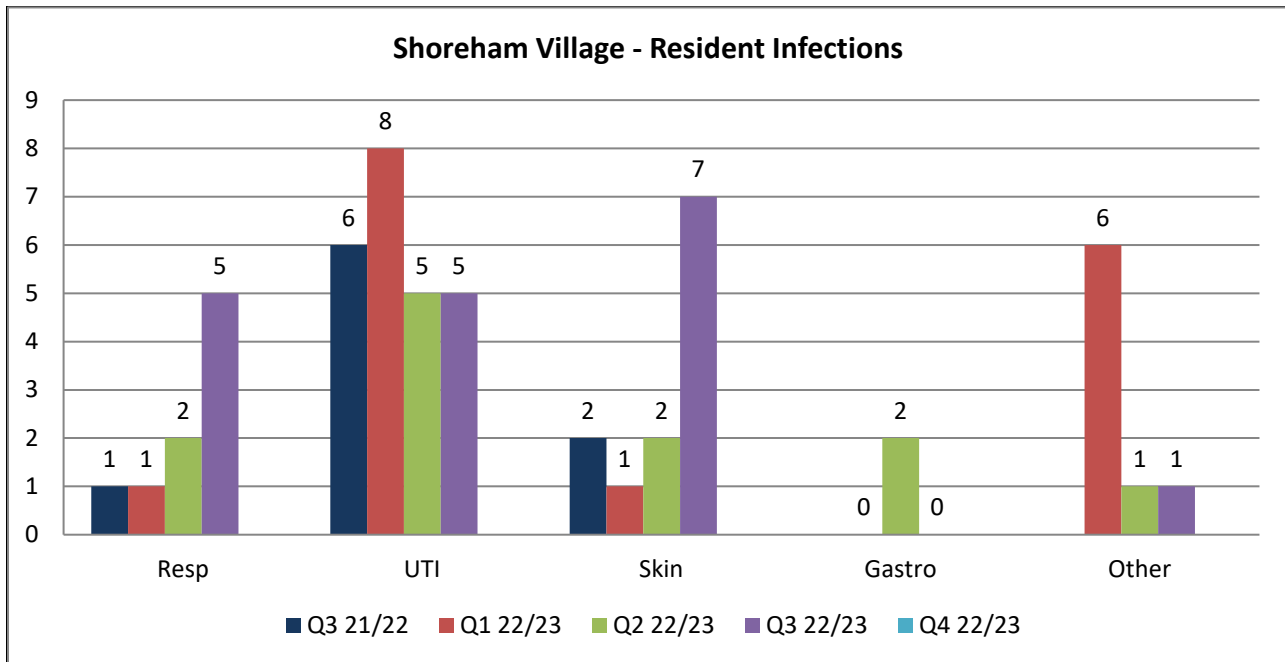
Of the 10 incidents classified as other 1 was elopement related, 2 were choking, 2 were injuries with unknown cause, and 5 were unknown. Unknown is the heading in the PCC risk module to capture incidents without a clear label – what we would have previously classified as other (ex. Wheelchair tipped forward, resident received coffee when allergic, call bell wrapped around neck, resident rubbing another's feet, legs hanging out of bed).

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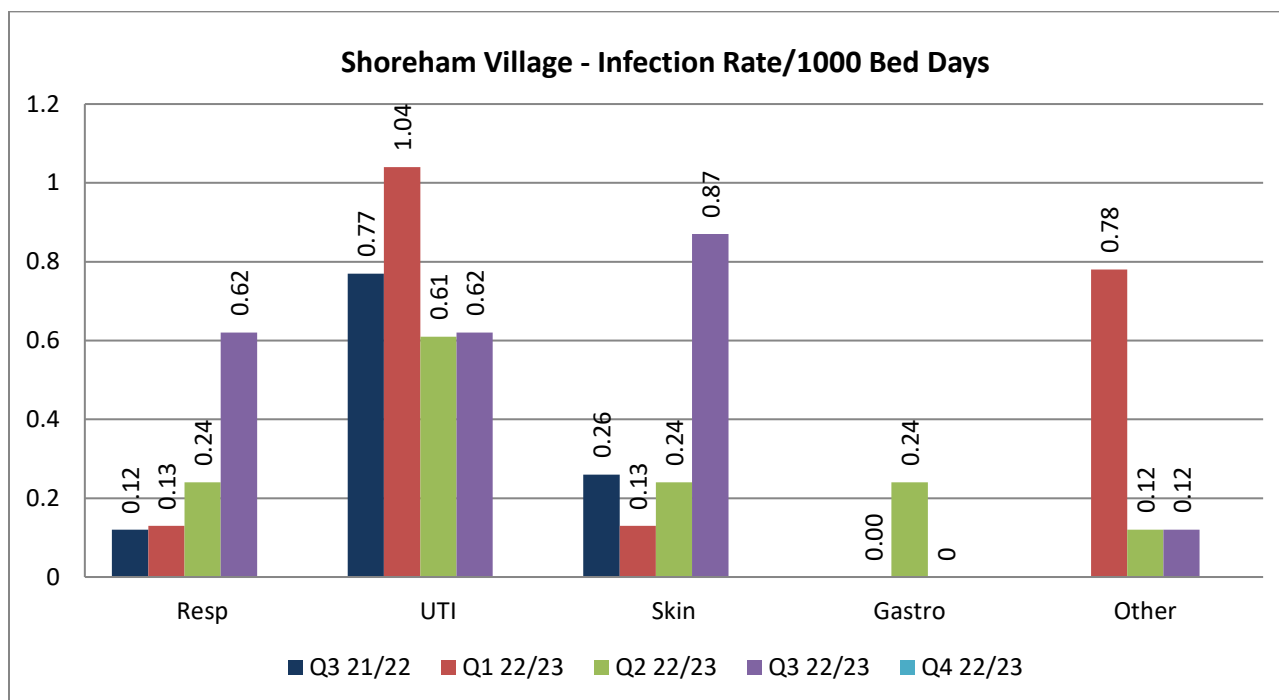
3.0 Shoreham Village - Resident Infection Report – Q2 July - September 2022/23

Total # of Infections Per Quarter	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Respiratory	1	1	2	5	
Urinary Tract	6	8	5	5	
Skin	2	1	2	7	
Gastrointestinal		0	2	0	
Other		6	1	1	
Total	9	16	12	18	

Incident Rate Per 1000 Resident Days	Q3 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23
Respiratory	0.12	0.13	0.24	0.62	
Urinary Tract	0.77	1.04	0.61	0.62	
Skin	0.26	0.13	0.24	0.87	
Gastrointestinal		0	0.24	0	
Other		0.78	0.12	0.12	
Total	1.14	2.08	1.45	2.23	



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Comments:

The total number of infections for the 3rd quarter (18) shows an increase over the same period of last year at (9) and a decrease compared to the previous quarter (12).

Respiratory Infections

The number of respiratory infections shows an increase this quarter with 5 compared to 2 in the previous quarter and 1 in the same period of last year.

November saw a small and short suspected covid outbreak.

Urinary Tract Infections

The number of reported Urinary Tract Infections (5) remained the same when compared to the last quarter (5) and decreased from the same period of last year (6).

Skin Infections

The number of skin infections have increased from the last quarter (2) and for the same period of last year (2).

Education and review of wound and skin care continues.

Gastrointestinal Infections

There were 0 gastrointestinal infections.

Other Infections (eye, genitourinary, ear, oral)

There was 1 'other' infection which was of the eye.

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4.0 Shoreham Village – Pressure Injury Summary – Q3 Oct – December 2022/23

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.

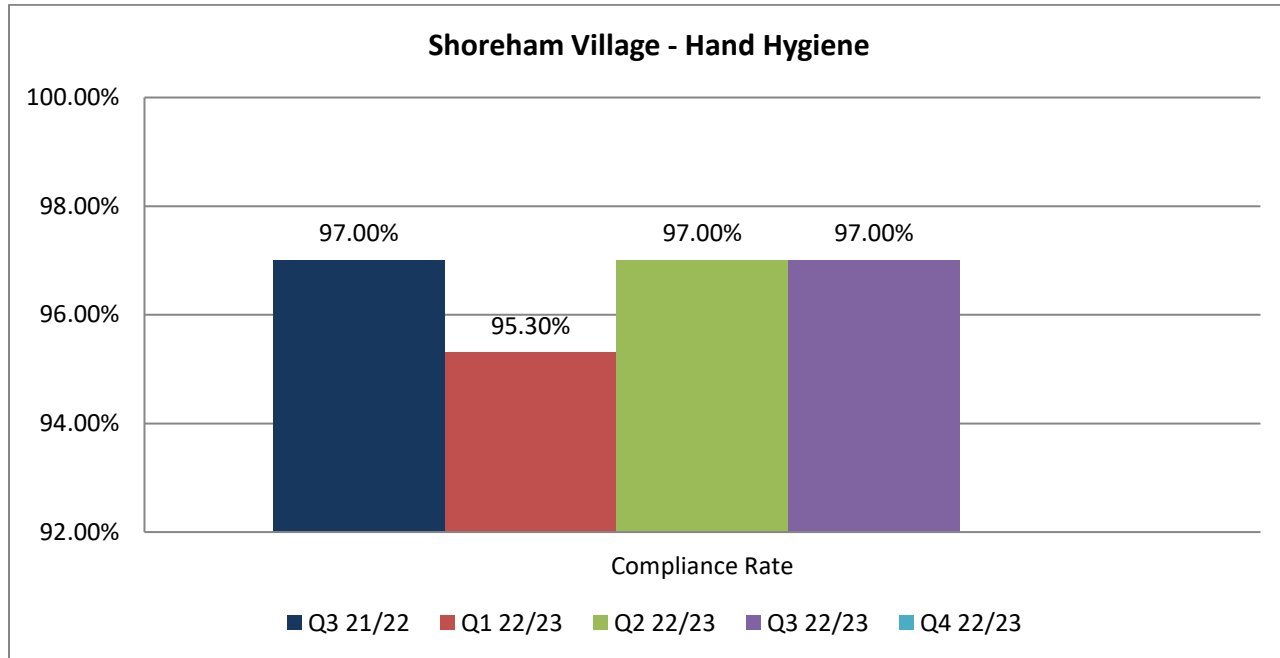
	October	November	December
# of Residents with PIs	4	5	4
# of Stage 2 PIs	2	2	2
# of Stage 3 PIs	0	0	1
# of Stage 4 PIs	1	1	1
# of Unstageable PIs	1	2	0
# of Facility Acquired	1	0	0
TOTAL PIs	4	5	4

These are chronic wounds which the team continues to provide skilled care and interventions for. The wound care team has regular monthly meetings or more frequent if required. HANS Wound consultants are involved and supporting the treatment and care of the complex wounds.

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5.0 Shoreham Village - Hand Hygiene Report – Q3 Oct – December 2022/23

Results	Q1	Q2	Q3	Q4
# of Staff Audited	264	177	191	
# of Opportunities Observed	1296	787	1175	
# of Opportunities Met	1235 (95.3%)	764 (97%)	1140 (97%)	
# of Opportunities Missed	61 (4.7%)	23 (3%)	35 (3%)	



Comments:

Compliance remained the same for opportunities met from last quarter (95.3%). Opportunities met remained the same when compared to the same quarter of 21/22 (97%). There is a mandatory education module for all staff to complete annually. Areas scoring under 80% are identified for improvement.

Areas for improvement include:

Of the areas not met, they were associated with handling clean linen, feeding, between procedures on same resident and hands on care. All staff were coached in the moment.

Other Infection control audits were completed which included mask and PPE wearing. This quarter we switched to auditing using tablets with survey monkey to automate the data entry.

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6.0 Shoreham Village - Volunteer Report – Q3 Oct – December 2022/23



Volunteer Recruitment, Training and Retention	Steady or Growing volunteer base
<p>Volunteer recruitment, training and retention- Covid-19 has had a direct impact on recruiting volunteers at this time.</p> <p>Shoreham continues to maintain communications and updates with all activities.</p> <p>The Volunteer handbook is in the process of being updated and we are exploring a new Volunteer tracking system called “Volgistics”.</p>	<p>Shoreham has an aging volunteer list. Over the past two years we have lost volunteers for the following reasons- passing, retiring and Covid related reasons. We’ve also had many cease responding and participating in our volunteer program for 2+ years.</p> <p>Shoreham strives to provide a positive volunteer experience for both residents and volunteer participants. We will continue to recruit and grow our program. We have had 5 new volunteers join the program this quarter.</p>