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**Shoreham Village**

**Resident Care**

**Scorecard**

**1st Quarter 2023/24**

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1. Occupancy Rate 2
2. Incident Rate 4
3. Infection Rate 6
4. Pressure Injury Summary 9
5. Hand Hygiene Rate 10
6. Volunteers 11

# 1.0 Shoreham Village Occupancy Rate Q1 April – June 2023/24

# The Average Occupancy Rate for the Q1 April - June 2023/24 – 98.39% (1.44 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 1st quarter occupancy rate for 2023/24 was 98.39% (1.44 average vacant beds per day). The rate is slightly less than the 4th quarter of 2022/23 (98.7%) and an improvement compared to the same period of 2022/23 which was 94.9%.

The occupancy rate for the respite bed shows a significant increase in utilization when compared to Q1 in the previous two years as shown in Table 1.

**Table 1 Respite Bed Occupancy**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Month** | **Occupancy 2018/19** | **Occupancy**  **2019/20** | **Occupancy**  **2020-21** | **Occupancy**  **2021-22** | **Occupancy 2022-23** | **Occupancy**  **2023-24** |
| April | 43.3% | 70.0% | 0 | 13.3% | 53.3% | 53.3% |
| May | 12.9% | 35.5% | 0 | 0.0% | 35.5% | 93.5% |
| June | 36.7% | 80.0% | 0 | 0.0% | 83.3% | 96.7% |
| July | 64.5% | 74.2% | 0 | 29.0% | 0.0% |  |
| August | 51.6% | 45.2% | 0 | 74.2% | 93.5% |  |
| September | 73.3% | 20.0% | 0 | 66.7% | 70.0% |  |
| October | 41.9% | 0.0% | 0 | 100.0% | 22.6% |  |
| November | 33.3% | 0.0% | 0 | 50.0% | 43.3% |  |
| December | 61.3% | 71.0% | 0 | 32.3% | 58.1% |  |
| January | 0.0% | 45.2% | 0 | 61.3% | 12.9% |  |
| February | 25.0% | 82.1% | 25% | 0 | 28.6% |  |
| March | 19.4% | 45.2% | 0 | 22.6% | 45.2% |  |
| **Total** | **38.6%** | **47.4%** | **2.1%** | **37.8%** | **45.5%** |  |

**2.0 Shoreham Village - ResidentIncidents – Q1 April - June 2023/24**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Total # of Incidents Per Quarter** | **Q1**  **2022/23** | **Q1**  **2023/24** | **Q2**  **2023/24** | **Q3**  **2023/24** | **Q4**  **2023/24** |
| Responsive Behaviors | 52 | 40 |  |  |  |
| Falls | 46 | 64 |  |  |  |
| Medication Errors | 26 | 15 |  |  |  |
| Other | 42 | 41 |  |  |  |
| **Total** | 166 | **160** |  |  |  |
|  |  |  |  |  |  |
| **Incident Rate Per 1000 Resident Days** | **Q1**  **2022/23** | **Q1**  **2023/24** | **Q2**  **2023/24** | **Q3**  **2023/24** | **Q4**  **2023/24** |
| Responsive Behaviors | 6.76 | 5.02 |  |  |  |
| Falls | 5.98 | 8.03 |  |  |  |
| Medication Errors | 3.38 | 1.88 |  |  |  |
| Other | 5.46 | 5.14 |  |  |  |
| **Total** | 21.58 | **20.07** |  |  |  |

**Comments:**

Shoreham has continued to navigate significant staffing challenges which has required continued reliance on travel and agency staff. This has been welcome support and the Shoreham team has been providing orientation and coaching to the variety of new staff joining on short-term contacts. We have also been seeing some success with recruitment initiatives and have been able to add to our team. New team members are provided orientation and coaching

Quarterly, the number (160) and rate of incidents have decreased over the last quarter (162) and decreased over the same period of last year (166) but essentially remained stable. The number of incidents per wing were: A – 33, B –26, C – 31, D – 17 and E – 53 .

• Of the 160 incidents 18% were classified as other.

• 14 residents had 3 or more incidents this quarter (excluding med occurrences) and accounted for 104 incidents (71%). 1 resident had 22 incidents, 1 resident had 11 incidents, 1 resident had 8 incidents, 5 residents had 7 incidents, these 8 residents had a total of 76 of the incidents (52.4%)

**Responsive Behaviors**

Last quarter there were 55 incidents and this quarter we have seen a decrease in behavior occurrences, 40. Of these 40 incidents, 16 were involving the same resident. 6 residents had more than 1 occurrence.

The number of incidents per wing: A – 5, B – 1, C – 8, D – 1, E – 25.

There were 33 episodes of physical aggression and 4 incidents of verbal aggression and 3 incidents of sexual aggression.

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

We have noted a decrease in behavior occurrences since several new admissions have settled and the team has worked to find interventions to support behavior care. The team continues working closely to support the residents, co-residents and each other to provide a safe environment. We have been supported by continuing care through over cost funding to implement 1:1 support for an identified resident to help redirect them and provide additional precautions to ensure others are safe.

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 increased when compared to the last quarter (58 falls) and compared with the same quarter of last year (46 falls). 27 residents fell and 13 of those residents had 2 or more falls. 3 residents had 7 falls each and 1 resident had 6 falls which accounted for 42% of the falls.

* Of the 64 falls 18 were witnessed, 45 were unwitnessed and 1 was during staff assist.
* 9 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.

**Medication Errors**

Medication errors have decreased this quarter when compared to the same period of last year (26) and from last quarter (18).

Missed doses account for 60% (9) of all medication incidents. 6.66% (1) of all medication errors where pharmacy errors. 26% (4) of medication incidents occurred on each A, C and E wings. B wing has 2 errors and D wing had 1.

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

**Other Incidents**

Of the 41 incidents classified as other 12 were elopement/intercepted elopement, 2 were choking, 6 were injury of unknown origin (ex., skin tear, bruise), 3 were self-inflected injury (ex., scraped arm, picked off nail) and 18 other (ex., wheelchair stuck between toilet and wall, resident helped another resident to the bathroom, resident found eating someone else’s roast beef sandwich from the fridge, resident put a bingo chip in their mouth, found flower petals/stem in a resident cup).

**3.0 Shoreham Village - ResidentInfection Report – Q1 April - Jun 2023/24**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Total # of Infections Per Quarter** | **Q1**  **2022/23** | **Q1**  **2023/24** | **Q2**  **2023/24** | **Q3**  **2023/24** | **Q4**  **2023/24** |
| Respiratory | 1 | 3 |  |  |  |
| Urinary Tract | 8 | 9 |  |  |  |
| Skin | 1 | 10 |  |  |  |
| Gastrointestinal | 0 | 0 |  |  |  |
| Other | 6 | 7 |  |  |  |
|  |  |  |  |  |  |
| Total | **16** | **29** |  |  |  |
|  | | | | |  |
| **Incident Rate Per 1000 Resident Days** | **Q1**  **2022/23** | **Q1**  **2023/24** | **Q2**  **2023/24** | **Q3**  **2023/24** | **Q4**  **2023/24** |
| Respiratory | 0.13 | 0.37 |  |  |  |
| Urinary Tract | 1.04 | 1.13 |  |  |  |
| Skin | 0.13 | 1.25 |  |  |  |
| Gastrointestinal | 0 | 0 |  |  |  |
| Other | 0.78 | 0.88 |  |  |  |
|  |  |  |  |  |  |
| Total | **2.08** | **3.63** |  |  |  |

**Comments:**

The total number of infections for the 1st quarter (29) shows an increase over the same period of last year at (16) and a significant decrease compared to the previous quarter (43 total which included 12 respiratory, 13 UTI, 12 Skin, 1 GI and 5 Other).

**Respiratory Infections**

The number of respiratory infections shows a decrease this quarter with 3 compared to 12 in the previous quarter.

**Urinary Tract Infections**

The number of reported Urinary Tract Infections (9) increased from the last quarter (8). We have a couple residents who have recurring UTIs being managed by the team.

**Skin Infections**

The number of skin infections have decreased from the last quarter (12). This is still trending higher than previous quarters so after reviewing the data it has been determined that it is resulting from 1 resident with a unique skin condition resulting in frequent infections.

**Gastrointestinal Infections**

There were 0 gastrointestinal infections.

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

The other infections were oral, eye, and ear infections.

**4.0 Shoreham Village – Pressure Injury Summary – Q1 April – June 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.

|  |  |  |  |
| --- | --- | --- | --- |
|  | April | May | June |
| # of Residents with PIs | 5 | 7 | 4 |
| # of Stage 2 PIs | 3 | 3 | 2 |
| # of Stage 3 PIs |  | 1 (hospital acquired) | 1 (hospital acquired) |
| # of Stage 4 PIs | 2 (1 hospital acquired) | 1 (hospital acquired) | 1 (hospital acquired) |
| # of Unstageable PIs | 1 | 3 | 1 |
| # of Facility Acquired | 2 | 2 | 0 |
| **TOTAL PIs** | **6** | **8** | **5** |

**With the exception of the facility acquired and those acquired in hospital, the remaining 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.**

**5.0 Shoreham Village - Hand Hygiene Report – Q1 April – June 2023/24**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Results** | **Q1** | **Q2** | **Q3** | **Q4** |
| # of Staff Audited | 53 |  |  |  |
| # of Opportunities Observed | 291 |  |  |  |
| # of Opportunities Met | 281 |  |  |  |
| # of Opportunities Missed | 10 |  |  |  |

**Comments:**

Compliance decreased for opportunities met from last quarter (98%). Opportunities met increased when compared to the same quarter of 22/23 (95.3%). There is a mandatory education module for all staff to complete annually.

Areas scoring under 80% are identified for improvement, we did not have any areas scoring below 80% however did not a trend that an area for improvement is hand hygiene prior to handling clean linen. Follow up has been be completed by the infection control specialist. Additional reminder communication has been sent to all staff.

**6.0 Shoreham Village - Volunteer Report – Q1 April – June 2023/24**

|  |  |
| --- | --- |
| **Volunteer Recruitment, Training and Retention** | **Steady or Growing volunteer base** |
| Covid-19 has had a direct and lasting impact on recruiting volunteers at this time.  Shoreham continues to maintain communications and updates with all activities | Our volunteer department has remained steady with no change.  In the next quarter all active volunteers are being contacted to update information and review current volunteer assignments.  Shoreham strives to provide a positive volunteer experience for both residents and volunteer participants.  We will continue to recruit and grow our volunteer base. |