

GREENWOOD COURT ANNUAL BUSINESS PLAN – APRIL 1, 2019 to MARCH 31, 2020

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RESIDENT/CLIENT PERSPECTIVE: How do we ensure that our division is an exceptional place to live for our residents and clients?		
Objective	Measures	Targets
1. To adapt to the evolving needs of our residents by providing a safe, secure, and comfortable home for both the cognitively well and the cognitively unwell.	<ul style="list-style-type: none"> • Independent and Retirement Survey results 2018 • # of complaints • Admission Survey Results • Family satisfaction at admission care conference in L.T.C. • Verbal satisfaction in Retirement Home • Discharge Survey results. 	<ul style="list-style-type: none"> • Increased Customer satisfaction • 100% Implement and functioning of Synergy by year end • Review RHA Assessments in accordance with the act. • Host Bible Study 2 times a year • >80% resident satisfaction on LTC resident admission audit. • Review and determine the cost savings of Installation of Wireless monitoring for hot water, freezer and air temps.
2. To celebrate GWC 25 th anniversary recognizing and engaging our Residents, Staff & Volunteers now and in the past.	<ul style="list-style-type: none"> • Number of participants • Connect with present Volunteers and celebrate their accomplishments. 	<ul style="list-style-type: none"> • Celebration date of June 8 with an Old Fashion Carnival Theme • Invite local MPP, MP and special guests for opening remarks • Wall Hanging completion to recognize the anniversary year • Host a 25th anniversary tour in the fall
EMPLOYEE PERSPECTIVE: How do we ensure that TCMH is an exceptional place to work?		
Objective	Measures	Targets
3. Ensure GWC provides a dynamic work environment and culture of continuous learning	<ul style="list-style-type: none"> • Knowledgeable staff working at GWC • On-going professional development • Flexible scheduling to accommodate the staff members • Staff engagement Survey 2018 	<ul style="list-style-type: none"> • Re- Evaluation on-boarding program developed in 2017 • On-going staff appreciation initiatives throughout the year • Continue to upload Home polices to new web-based platform • Continue to provide Education Needs Assessments to staff yearly
4. To recruitment excellent people positioning for them for the future	<ul style="list-style-type: none"> • Continue to provide opportunities for students from colleges and universities • Maintain relationships and connections to 	<ul style="list-style-type: none"> • Develop innovative strategies for recruitment working with Colleges and Job grants. • Develop capacity within the home through “Surge Learning” for education & policy awareness • 100 % Use of new HR program – Breeze

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	<p>support community placements</p> <ul style="list-style-type: none"> · Ensure career growth opportunities, succession planning and leadership development · Recruit and retain the right people 	<ul style="list-style-type: none"> · Successful impletion of new HR payroll program rolled out by corporate
INTERNAL PERSPECTIVE: How will we sustain our ability to change and improve?		
Objective	Measures	Targets
5. Actively engage in research and apply best practices to achieve quality of life for residents	<ul style="list-style-type: none"> · Uphold mandate for Nurse practitioner funded by the MOHLTC · Participate in best practice engagements through the LHIN and MOH & LTC · Participate in development of a SW LTC Network Research collaboration 	<ul style="list-style-type: none"> · Continue to partner with Nurse Practitioner through Greenwood Court and Knollcrest Lodge agreement. · Participate in year 2 of the Babel research project · Seek out opportunities for research involving Greenwood
6. To continue implementation of innovative Quality Care & Service for residents	<ul style="list-style-type: none"> · Increased data quality of LTC resident. · LSAA agreements · HQO – Quality Plan 2019-2020 · Season Care Resident audits in LTC & RHA areas 	<ul style="list-style-type: none"> · Improved CMI for home to maintain and increase funding to support care budgets · # of Informed families at Care conference by sharing data · Use our QIP submitted to Health Quality Ontario as a living measurement tool for quality. Focus on pain Management indicators for 2019 -2020 · Participation in ORCA knowledge learning center for best practises in Retirement Living · Successfully meet the LSAA indicator for Emergency room visits · Work with the changing LHIN environment (Bill 74) to ensure Greenwood Court is recognized as a partner in change

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PHYSICAL AND FINANCIAL PERSPECTIVE: How will we ensure that our physical assets are maintained and that we are financially sustainable?		
Objective	Measures	Targets
7. To develop new laundry systems that support employee safety and customer service	<ul style="list-style-type: none"> Proper use of hand hygiene protocol Proper safety of employee body mechanics 	<ul style="list-style-type: none"> New position duties and descriptions Hiring of capable staff to perform the new program
8. Meet budget expectations	<ul style="list-style-type: none"> TCMH Board financial committee approval Capital budget Benchmark Competitor Pricing in Retirement Living Ministry of Health staffing requirements 	<ul style="list-style-type: none"> Review monthly statements and develop variance reports Leadership Team to gain enhanced knowledge of financial systems Seek opportunities to increase revenues through new programs or services. Efficiency gained through co generation, thermostat replacement, light replacement programs Addition of 3rd bed in colonial area. (MOH or RHA) Capital budget monitoring for repairs & updating priorities Review and project plan for additional retirement services in the home

Anonym	Description	Anonym	Description
LSAA	Long-Term Care Home Service Accountability Agreement	RHA	Retirement Home Act
BSO	Behaviour Supports Ontario	OTN	Ontario Telemedicine Network
MOH & LTC	Ministry of Health & Long-Term Care	SWLHIN	South West Local Health Integration Network
QIP	Quality Improvement Plan	PCC	Point Click Care (computer software used of clinical chart and financial)
HQO	Health Quality Ontario	RAI - MDS	Resident Assessment Instrument- <i>Minimum Data Set</i> is the standardized assessment tool for admission, quarterly, significant change in health status and annual assessments for each resident.