

## NITHVIEW ANNUAL BUSINESS PLAN – APRIL 1, 2019 to MARCH 31, 2020

<b>RESIDENT/CLIENT PERSPECTIVE: How do we ensure that our division is an exceptional place to live for our residents and clients?</b>			
<b>Objective</b>	<b>Measures</b>	<b>Targets</b>	<b>Initiatives</b>
1. To increase resident satisfaction with Food Services 2. To increase resident safety with Food Services	<ul style="list-style-type: none"> <li>• Inspection reports</li> <li>• Audit results</li> <li>• Resident and Family Satisfaction surveys</li> <li>• Analysis of Complaint/concern forms</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Develop Dining Focus Groups for LTC and for Retirement to increase staff knowledge related to Ministry of Health Inspection Protocol and the importance of following policies to promote safe meals for residents.</li> <li>• Develop a dining audit to be used weekly where 3 residents are assessed to ensure correct diet texture is served with any adaptive utensils as well as interviewing the resident for feedback on the meal.</li> <li>• Provide education to staff on inspection protocols related to meals and snacks.</li> <li>• Review process for snack delivery to the residents on all units, especially at the evening snack pass.</li> </ul>
<b>EMPLOYEE PERSPECTIVE: How do we ensure that TCMH is an exceptional place to work?</b>			
<b>Objective</b>	<b>Measures</b>	<b>Targets</b>	<b>Initiatives</b>
3. To increase staff engagement at all levels in decision-making	<ul style="list-style-type: none"> <li>• Numbers of staff who attend voluntary meetings and forums</li> <li>• Analysis of suggestions for improvements received from staff</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Implement regular departmental meetings for all departments</li> <li>• “Pass down” some decisions to front line staff to encourage their input</li> </ul>

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<b>INTERNAL PERSPECTIVE: How will we sustain our ability to change and improve?</b>			
<b>Objective</b>	<b>Measures</b>	<b>Targets</b>	<b>Initiatives</b>
<p>4. To improve communication to all departments to ensure everyone is informed that a resident has been identified as end of life.</p> <p>5. To implement the reporting requirements requested by the Waterloo Wellington LHIN as per 2019/2020 L-SAA.</p>	<ul style="list-style-type: none"> <li>• Number of residents each month deemed end of life. Number of notifications sent to departments each month.</li> <li>• Number of registered staff educated on plan of care; # of care plans audited each month for accuracy; # of reports completed for Waterloo Wellington LHIN by March 31, 2020.</li> </ul>	<ul style="list-style-type: none"> <li>• 100% of residents deemed end of life will have notifications sent to all departments by October 2019.</li> <li>• 50% of registered staff educated on care plan development by August 31, 2019.</li> <li>• To audit 50% of resident's plan of care for accuracy by October 31, 2019.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide education to residents, family and staff on Advance Care planning and the role of the Substitute Decision maker in advance care planning.</li> <li>• Provide education to the registered staff on how to develop plans of care; how to choose focus of care need, what is goal, individualized interventions, etc.</li> </ul>
<b>PHYSICAL AND FINANCIAL PERSPECTIVE: How will we ensure that our physical assets are maintained and that we are financially sustainable?</b>			
<b>Objective</b>	<b>Measures</b>	<b>Targets</b>	<b>Initiatives</b>
<p>6. To ensure the financial sustainability of Nithview Community</p>	<ul style="list-style-type: none"> <li>• 2019-20 budget</li> <li>• 2019-20 financial results</li> </ul>	<ul style="list-style-type: none"> <li>• Meet 2019-20 financial targets as set in the 2019-2020 budget</li> <li>• To maintain or improve our CMI</li> </ul>	<ul style="list-style-type: none"> <li>• Mentor the Directors on financial management</li> </ul>