

APRIL 2016 - MARCH 2017 PERFORMANCE OBJECTIVES – NITHVIEW COMMUNITY

RESIDENT PERSPECTIVE: Making our homes exceptional places to live		
Objective	Measures	Targets
Develop programs to meet the needs of residents and improve quality of life.	<ul style="list-style-type: none"> • Resident surveys • Number of residents using iPods • Number of students and programs that are being utilized by Nithview 	<ul style="list-style-type: none"> • Develop a package for families to help them understand options or information about LTC. • Increase the use of the iPods – Music for Memories program. • Look for ways to maximize on inclusion of students at Nithview from various university and college programs.
Ensure the safety and quality of care for residents.	<ul style="list-style-type: none"> • QIP • RAI/ MDS • Use of POC • Nithview will track the use of bed/ chair alarms • Nithview will track other strategies to prevent falls • Track falls with injuries/ falls with no injuries • Services and supports utilized by Retirement residents 	<ul style="list-style-type: none"> • Install a new call system at Nithview. • Initiate an RFP for pharmacy services, sound system and screen projectors, to enhance resident care. • Implement a schedule for training, walk through for fire drills, special codes and evacuations. • All PSW staff in LTC will use POC to document resident activities. • Retirement support staff will use PCC for documenting resident care. • EMar will be implemented in Retirement. • Educational opportunities, beyond mandatories, will be offered for staff to become more knowledgeable about resident-centred care. • Bring the rate of falls below the provincial average. • Offer a variety of supports and services to meet the needs of residents. • Connect with other providers for new strategies, initiatives for providing resident-focused care, in a “how I want, when I want” manner, and develop

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		strategies to implement.
Enhance Nithview’s palliative care and end of life approach.	<ul style="list-style-type: none"> • Feedback from families and other staff • Number of volunteers 	<ul style="list-style-type: none"> • The Palliative Care Committee will meet at least 6 times a year. • Staff will be offered and complete the Fundamentals of Palliative Care course. • Train and utilize volunteers as palliative visitors. • Use HPC to educate and increase knowledge of staff, residents and families regarding palliative care and end of life continuum. • Apply to be a pilot site for a palliative care program implementing hospice volunteers.
Enhance Nithview’s on-boarding of new residents.	<ul style="list-style-type: none"> • Resident surveys • Admission surveys • Feedback from families, residents and councils 	<ul style="list-style-type: none"> • Admissions will be more resident-focused.
Making TCMH an exceptional place to work		
Objective	Measures	Targets
Strengthen our efforts at acknowledging staff for the work that they do.	<ul style="list-style-type: none"> • Recognize staff at the time of their birthdays. • Recognize staff for years of service. • Recognize staff for no absenteeism/emergency days during a quarter. • Special events will be planned to recognize staff. 	<ul style="list-style-type: none"> • All staff will receive a card at the time of their birthday and be invited to have a meal at Nithview, while on shift. • Staff will be recognized for good attendance. • A minimum of 7 events will be planned.
Ensure that we are managing situations where staff are off for a period of time, due to illness or injury.	<ul style="list-style-type: none"> • Ensure that claims are submitted on time. • Monitor staff attendance. 	<ul style="list-style-type: none"> • Managers will be educated in regards to managing a WSIB claim for injury to full return to work.
Being a Leader in Quality Improvement		

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Objective	Measures	Targets
Strengthen our ability to provide quality services through relationship with other partners.	<ul style="list-style-type: none"> • Maintain alliances and partnerships with Meals on Wheels, CCAC and Community Care Concepts. • Participate in associations related to Retirement and LTC services. • Meet with government bodies and hospitals. 	<ul style="list-style-type: none"> • Sit on task groups and committees, external to Nithview, related to improvement of care for residents.
Assess the quality of care provided to residents.	<ul style="list-style-type: none"> • QIPs • In home data collection related to resident care, staffing issues • Track expenditures 	<ul style="list-style-type: none"> • Participate on Nithview committees, to assess resident quality, such as PAC. • Meet to review issues specific to residents, post falls. • Participate on the TCMH Quality & Risk Management Committee.
Ensuring Sustainability		
Objective	Measures	Targets
Waste Management – Reduce carbon foot print	<ul style="list-style-type: none"> • Reduction in tonnage to the landfill site • Improve our efforts to meet provincial benchmarks. • Continue to maximize on options to avoid waste going to the landfill site (i.e., recycling, e-waste, toxic waste disposal). • Identify opportunities to improve on provincial diversion standards. 	<ul style="list-style-type: none"> • Establish a sustainability committee to review initiatives and projects pertaining to sustainability. • Provide education to staff and residents, related to opportunities to reduce landfill site waste. • Initiate engagement related to the possibility of further community partnerships or collaboratives.
To ensure financial sustainability	<ul style="list-style-type: none"> • Financial statements • Budget 	<ul style="list-style-type: none"> • Meet or exceed 2016-17 financial targets as set in the 2016-17 budget