



**This year's Christmas Fundraising Campaign
Bladder Scanner and Dementia Wall Art for the 4th & 7th floor.**

Bladder Scanner

Urinary incontinence, retention, and urinary tract infections are some of the most common conditions seen in nursing home residents and can be chronic or even life-threatening. A portable, ultrasound instrument called the Bladder Scanner is the most acceptable, useful and non-invasive method in determining residual urine and has become the standard nursing practice in all clinical settings.

Through our Christmas Fundraising Campaign, The Wexford is hoping to raise enough funds to purchase a bladder scanner to help maintain and improve residents' bladder function whenever possible and to reduce the use of indwelling catheters and/or infections.

Dementia Wall Art for the 4th & 7th Floor



Tactile Stimulation for Alzheimer's and Dementia

The Wexford, in our effort to enhance quality care to our residents with dementia will be providing appropriate sensory stimulation to the 4th and 7th floors in the form of tactile wall art, which will involve adding sensory stimulation sensation stations to each unit. Providing appropriate sensory stimulation for Alzheimer's disease and other forms of dementia has been shown in recent studies to decrease agitation and restlessness, as well as improve sleep. Sensory stimulation translates to improved quality of life for the resident as well as for the caregiver. Your support will help us achieve our goal.

DONATION FORM (all donations of \$10.00 or more are tax deductible and can be paid by cash, cheque or credit card.)

Yes I would like to make a donation to help fundraise for the Christmas Campaign!
Bladder Scanner & Dementia Wall Art for the 4th & 7th Floors.

Please accept my donation \$ _____

Name _____ Address _____

City: _____ PC _____ Tele-
phone _____

Payable by : Cash or Cheque (Cheques should be made out to The Wexford Residence Inc.)

Credit Card(Visa/Mastercard) _____ Exp _____ Signature _____

THE WEXFORD COMMUNICATOR welcomes comments and announcements that would benefit friends and families of residents and tenants at The Wexford Residence Inc.

Our address is 1860 Lawrence Ave. East, Toronto, Ontario M1R 5B1 T. 416 752-8877, F. 416 752-4350

Toll Free Number: 1-877-807-0810 Email: information@thewexford.org. Website : www.thewexford.org

REGISTERED CHARITABLE BUSINESS NUMBER: 118820216RR0001



Our 2016/2017 QIP - How Are We Doing ?

A year ago we identified four quality improvement goals for our QIP (Quality Improvement Plan) which is mandated by the MOHLTC and is submitted annually to HQO (Health Quality Ontario). HQO also identifies provincial priorities that we need to consider when choosing our goals.

Our QIP is posted on our website- www.thewexford.org. We also submit our data to CIHI (Canadian Institute for Health Information) and this organization publishes a list of the 35 quality indicators and our performance results compared to the Provincial average.

We identify the goals at our PAC (Professional Advisory Committee) after reviewing our quality indicators. We then confirm the goals at our Board Continuous Quality Improvement Committee with input from the resident and family members who sit on this committee.

We need to report on whether we met our identified goals for the March 31st , 2017 reporting deadline. At this time we will also submit our QIP for 2017/2018. We still have a few months to go before we have to submit our final report; however, I want to share with you our results to date.

If you have any suggestions for our 2016/2017 Quality Improvement Plan, please contact me. We are doing very well on a number of quality indicators, including

- Worsened mood from symptoms of depression
- Worsened pain
- Worsened/unchanged respiratory depression level.



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Our 2016/2017 QIP - How are we Doing? *cont'd from page 1*

A complete list of the 35 quality indicators is posted on the quality board in the lobby (by the TV) and on the activity level quality improvement board

Goal	Performance 2015/16	Target %	Current Performance	Provincial Average	Comments
To Reduce Potential Avoidable Emergency Department visits for LTC Residents	35.11 (Oct 2014-Sept. 2015)	25.00	16.7 Q2 2015/2016)	7.5	We exceeded our target but are not yet at the Provincial average. Nurse Practitioner started in May 2016 and we should see this indicator improve over the next few months.
To Reduce Worsening Bladder Control	24.02 (Q2 July-Sept 2015/2016)	12.00	16.4%	17.1%	We are better than the Provincial average however we have not reached our target. We had an ambitious target of a 50% improvement.
To Reduce Worsening of Pressure Ulcers	5.00 (Q2 July-Sept 2015/2016)	4.00	4.4%	2.8%	We are above the Provincial average and expect to improve over the next quarter.
To Reduce the Inappropriate Use of psychotic Medication	29.62% (Q2 July-Sept 2015/2016)	25.00	12.8%	21.3%	We are significantly better than the Provincial average and greatly exceeded our target.



Special Thank you to the Wexford Height's BIA (Business Improvement Area) for the beautiful Christmas themed planter in front of our home.

(see picture on our front page)



Clinical Staff Category Winner: Beverley Fong

Clinical Staff Category : Beverley Fong

Beverley was nominated by her colleagues and nurse managers to receive this award.

Beverley is described as highly professional, caring and hardworking. She goes the extra mile to care for her residents, is an excellent team player and very considerate towards her co-workers. Her dedication and compassion in caring for our residents makes her an exceptional role model of the Wexford's Mission and values.

Team: Category : 7th floor

Under the leadership of:

- Fre Hadgu (Charge Nurse – days)
- Raina Varghese (Charge Nurse – evenings)
- Ham Wam (Charge Nurse – Nights)

The registered staff and team of professionals who work under their leadership have a combined number of years of service of over 150 years! A testimony to the wonderful and consistent care that our residents with moderate and severe dementia receive.

Family members have expressed their gratitude and appreciation for the compassionate care, dedication and support that their loved ones have received. The 7th floor has demonstrated that in spite of the challenges of caring for residents with special needs, they are able to enrich their lives everyday.



Team Category Winner: 7th floor



2016 Spirit Award

The Wexford Spirit Awards are given annually to those who are recognized by their colleagues as excellent role models and champions of the Wexford's mission, vision and values

*There are four categories for the Spirit Award:
Volunteer, Clinical Staff, Non-Clinical Staff and Team*



Volunteer Category
Winner: Eugene Scott
One of two volunteers with over 1000 hours of annual service for three years in a row

Volunteer Category: Eugene Scott

Eugene is someone whose determination and desire to remain active and involved in the Wexford Community is both motivating and inspiring to others.

He was admitted to our long term care facility in July 2010 and shortly after moved to our senior apartments. He became an active participant in the Wexford community volunteering in various roles such as: President of ASC, Bingo Caller for Tenant Bingo, Floor Monitor and assists with the Tenant's Pub Night. Currently he is involved with the Memory Lane Café and Kiosk, training volunteers, purchasing inventory for the Kiosk and helping to manage the day to day operations of the Kiosk.

Non Clinical Category: Cristina Soto

Cristina works as a full time housekeeper and helps out as a janitor and at reception when needed. In her various roles, she has proven to be dependable, accountable and a great team player. She understands the importance of delivering the best quality service and is passionate about her residents. Christina readily volunteers to sit on committees and her commitment to excel in everything she does makes her an excellent candidate for this award.



Non Clinical Category
Winner: Cristina Soto
Housekeeper

2016 Examples of Quality Initiatives Completed

Decreased Anti-Psychotic Drug Use significantly below the average for the Province

Increased CMI (Case Mix Index) which is the basis for our funding from the MOHLTC

Hired a FT Nurse Practitioner

New Staff Lounge

New enlarged Physiotherapy Space

Decreased Use of Restraints to below the average for the Province

Successful Mock (Code Green) Evacuation

Implemented a new elevator lock-out system for residents at risk of wandering

New Level of Care document incorporating the voice of the Resident

95% Staff Flu Shot Vaccination Rate

Installation of new Emergency Generator

Repaired front sidewalk

The views expressed in this publication are the views of The Wexford Residence and do not necessarily reflect those of the LHIN or the Government of Ontario

From the Desk of the ED - December 2016

As 2016 draws to a close, I want to thank you for entrusting the care of your loved one to the Wexford Residence. You could have chosen any home for your family member and I am glad that you chose us! We are an older 'C' home and, as you know very well, we have small rooms, no wheelchair accessible washrooms within the rooms and narrow corridors. These do present challenges at times; however, our caring and compassionate staff more than make up for our physical limitations.

We continually try to improve the care and services that we provide to our residents and we want to hear your suggestions.

On another note, I did want to bring to your attention, that as a 'C' home, we have to redevelop /rebuild by June 30, 2025. Almost half of the long term homes in the Province also have to redevelop by this date (309 homes out of 630 homes). This is mandated by the MOHLTC. As an urban home, we have unique challenges (as compared to rural homes) including:

- the lack of available land and
- the cost of land in the City of Toronto
- cost of building materials (which continually go up)
- the need to develop partnerships.

The ideal number of beds to make the project financially viable, is in the range of 256 beds and we only have 166 beds.

The Board of Directors and I have been actively working on this for a number of years. We have a planning committee which includes

- Dennis Trimbrell, former Minister of Health and Long –Term Care, as an expert advisor.
- Julie Bessant-Pelech, a Design Consultant with a gerontology background.
- Doug Shinobu, A Financial Consultant together with Ron Bilyk, Vice Chair of the Board and myself, we are exploring a number of options.

The Long-term Care Homes Act outlines a very prescriptive process that we must follow which includes public consultation. I can assure you that when we have a viable plan in place, we will share the entire plan with you; however we are not at that stage yet.

In addition, we have to consider the needs of our tenants. Typically, a nursing home would not have independent tenants living together in one building, with one entrance; however, that is the situation here. Having said that, I do believe that the tenants and long-term care residents living together is a very positive relationship and allows spouses to live in our tenant apartments and still be close to their partner in long-term care.

Along with the Active Senior's Centre, we are a very busy place, unlike many traditional long-term care homes.

I will keep you updated as our plans develop. Please do not hesitate to contact me at 416-752-8879, if you would like to discuss this initiative further.

Wishing you and your family a happy, holy healthy and joy-filled Christmas and Holiday Season!

Sandy Bassett, CEO

What's Happening at The Wexford



Family members of current residents

are needed to sit on our

- Board Finance Committee
- Ethics Committee.

If you have an interest in participating on either of these committees, please contact Sandy Bassett at 416-330-2349

The ASC Christmas Bazaar & Bake Sale



Shopping at Jean Renaud's table Lillian Wood and Berthe Diduch

was held on Saturday, November 26th.

The Bazaar was a big success. We raised \$886.00. On behalf of the ASC Council of Officers, I would like to thank all tenants, ASC members, visitors, staff and volunteers for their

donations, time and hard work.

Bijaya Singh

Coordinator of Tenant Services & ASC

The Nutcracker Ballet Performance



On Friday December 9th, our residents were treated to a lovely presentation of the Nutcracker Suite by Profile Dance Company Directed by Karen Thomas, daughter of Margaret Strachan (tenant).

New Faces at the Wexford



Ciera Cook
Nurse Practitioner

Ciera joined our medical team in May this year. Before coming to us, she was employed at Sunnybrook Health Centre Emergency Trauma for 6 years. She received her Bachelor of Nursing at the

University of New Brunswick in collaboration with Humber College of Applied Arts & Technology and Master of Nursing/Nurse Practitioner at the University of Toronto.

She is available Monday to Friday from 9 am – 5pm and her direct line is 416-701-2517



Jordan Barr
Admin. Assistant

Jordan graduated from Human Resources Management Post-Graduate Program at Georgian College and his undergrad was in Social Service Work. Before coming to the Wexford, Jordan volunteered at the

Salvation Army in Barry and did his student placement at Woods Park Care.

Jordan says that his experience at both places encouraged him to pursue a career in health care.

Christmas Fundraising Campaign
Bladder Scan & Dementia Wall Art for the 4th & 7th Floor..... See Page 8.