

Friday, August 3, 2019



Engaging Residents, Families and Staff

Tudor House provides long term care services to Indigenous Peoples and in the spirit of Reconciliation, we acknowledge that Manitoba is the traditional land of the Cree, Ojibway, Oji-Cree, Dakota and Dene people, and the homeland of the Métis Nation and we are on Treaty 1 Territory.

HIGHLIGHTS

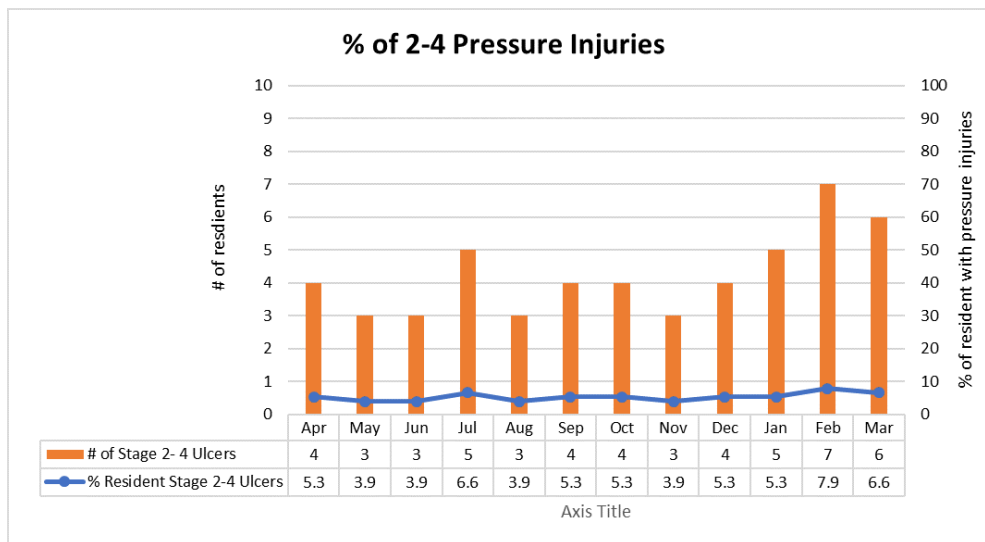


Continuous Quality Indicator (CQI) Quarterly Report

CQI 4th Quarter Report is posted on Resident
& Family and Staff Boards.

[Click here to read the Occurrence Summary
Report](#)

If you have questions or comments regarding this
report, [click here](#)



Annual Review Summary:

Prior year comparison shows that pressure ulcers have not increased or decreased.
 Major pressure ulcers or chronic ulcers remain same. Pressure areas on buttocks and hips are healed within a month or two.



Benchmark Comparisons

Tudor House average 6.6 %

IERHA PCH average unknown

WRHA PCH average 8.8%

(WRHA MDS Quarterly Quality Report 2018 Q2)

Canada PCH average 5.7 %

(Nationally Adjusted Rate 2018)

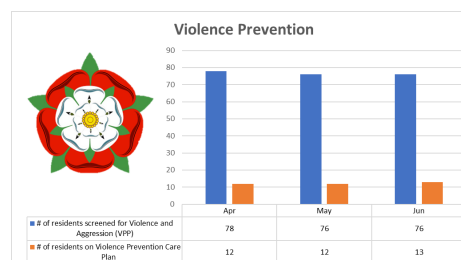
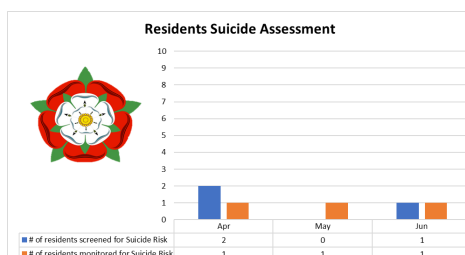
PCH Program Quality Indicators

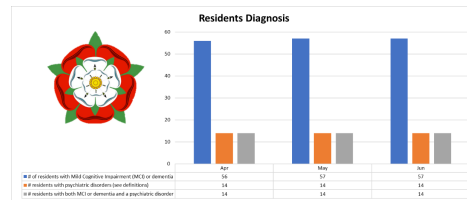
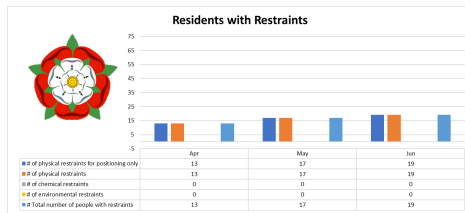
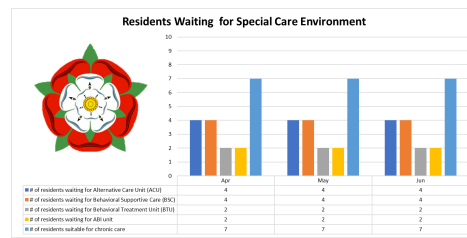
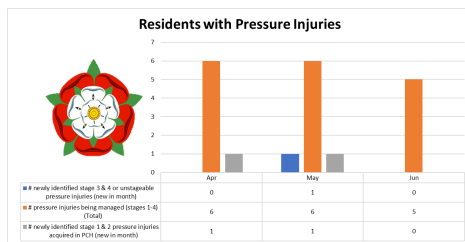
Tudor House tracks and submits monthly indicator data to the IERHA PCH Quality Improvement Team.

For more information click on the link below to view Tudor House 1st Quarter Quality Indicator data. The 1st Quarter report is also posted in Resident & Family Communication Board.

*Please note the explanation/ legend is located on the bottom tabs of the spreadsheet.

PCH Quality Indicators



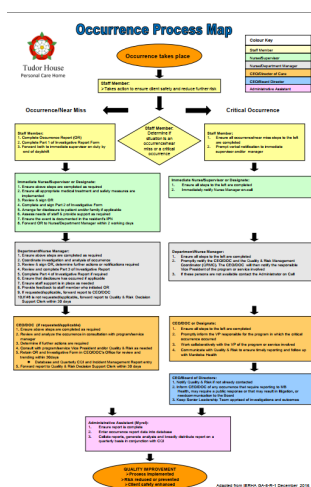


Required Organizational Practice (ROP) Leadership for Small Community Based Organizations

Communicating incident analysis findings broadly (e.g., with clients/residents and families, governance, leadership, clinical teams, and external partners) builds confidence in the incident management system and promotes learning from patient safety incidents.

Tudor House engaged with residents' families, staff and community stakeholders to develop a patient safety management system to include processes to report, analyze, recommend actions, and monitor improvements.

The following actions were implemented to meet this ROP:



- Collaborated with external partners to align with best practice tools for Long Term Care Incident Management processes
- Revised occurrence report to include an investigative report to ensure recommended actions and improvements are shared with Residents, Families and Team Members as well as to monitor improvements.
- Developed policies
 - Occurrence/Near Miss & Critical Occurrence Management
 - Critical Incident Process Reporting & Management
- Developed an occurrence process map to use as a quick reference guide and a self-learning package to assist staff to develop confidence and

- Added an occurrence reporting summary to the quarterly continuous quality improvement (CQI) reports.
- Policies are reviewed and revised when new processes are recommended or Regionally changed.

STAFF EDUCATION

EDUCATION TOPIC OF THE MONTH Management of Conscious Obstructed Airway



Manitoba Health Standard # 24

“Training is available to enable staff to perform their roles effectively”

This education is part of the Annual PCH Mandatory Training for all Health Care Aides and Recreation Staff who assist with feeding residents.

[Click here for Self Learning Package](#)

Self Learning Package and Quiz is available in the Boardroom . Nurses are asked to observe and sign off a return demonstration.

Education Topic of Month

Conscious Obstructed Airway

Target Audience:

**Health Care Aides
Recreation Staff**



Self Learning Package

- Located in Boardroom
 - Review Material
 - Complete
 - Quiz
 - Return Demonstration
 - Sign off

DUE OCT 1ST 2019

Nurses to Observe & Sign Off



Return Demonstration for

A Conscious Adult with an Obstructed Airway

CODE 25 Medical Emergency

1. Get Help
2. Give Support
3. Encourage Coughing
4. Position Yourself Behind the Person



ABDOMINAL OR CHEST THRUSTS

Choice will depend on dexterity, the individuals body type and position they are in e.g. sitting, wheelchair, standing.

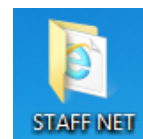
- **Abdominal Thrusts**
 - Get yourself in a position behind the individual and if standing place 1 foot in between the persons legs and your 2nd foot behind 1st
 - Find the belly button usually in line with a person's hips
 - Roll your fist up so you above the belly yet below the sternum
 - Pull in with a force in an upward position (in and up)
 - Keep going until the person airway is clear
 - If they go unconscious
 - Immediately Activate CODE BLUE
- **Chest Thrusts**
 - Position your hands so they are in line with the armpits
 - Flair elbows (this can decrease risk of rib fractures)
 - Continue until item comes out
 - If the individual goes unconscious
 - Immediately activate the CODE BLUE

[Click Here to download Education Calendar](#)



plethora of Long-T resources on the IERHA Staff Net Learning Management System?

In Education Kiosk Computer Station in the Boardroom,
click the STAFF NET folder then click **IERHA
Personnel Care Home Education and Training Icon**
and log on.



Tudor House
Personal Care Home

Are You Interested in Becoming Certified in Skin and Wound Care Management?

- Part 1 must be completed a minimum of 4 months prior to registering for Part 2. Staff may register and complete Part 1 training on the LMS (Link to LMS).
- Part 2 is a 1-day classroom course. Staff must register on the LMS (link) and attend training in order to

<p>LMS Level 1 – Wound Healing Overview Course Length: Self Pace - <u>Approximately</u> 4 hours</p> <p><i>Who should attend?</i> This learning opportunity is pertinent to RN's, LPN's and is a required component towards certification in Skin & Wound Care Management in the Interlake-Eastern RHA.</p> <p><i>The basics, The Facts, Just the facts.</i> <i>The one-day workshop provides the foundation for wound care prevention and practice. It is also the prerequisite for further Wound Care Education workshops. Content includes:</i></p> <ul style="list-style-type: none">• Anatomy & Physiology of the Skin• Wound Assessment• Wound Management• Types of Wounds• Wound Prevention• Staging of Pressure Injuries• Wound Dressing Categories	<p>Level 2 – Wound Healing Overview Course Length: 6.5 Hours</p> <p><i>Who should attend?</i> This session is pertinent to RN's, LPN's who have completed Level 1 a minimum of 4 months prior to this session. It is a required component towards certification in Skin & Wound Care Management in the Interlake-Eastern RHA.</p> <p><i>The one-day workshop provides discussion on:</i></p> <ul style="list-style-type: none">• Understand the etiology and management of diabetic foot ulcers• Understand the differences between venous leg ulcers, arterial and mixed disease ulcers• Discuss the different etiologies and management strategies for lower leg ulcers• Describe the prevention, assessment and management strategies for pressure injuries <p><i>Discussions will include:</i></p> <ul style="list-style-type: none">• Treatment indications and contraindications• Local wound care including wound bed preparation and dressing management• Identification and treatment/management of the causes of the above wound/injury types including edema management and pressure redistribution/off loading• Addressing Patient centered concerns• Case based discussions and interactive activities
<p>For further information contact: Pamela Carlyle Education Coordinator via</p> <ul style="list-style-type: none">• Email pcarlyle@mytudor.ca• Ph: 204 482 6601 ext 144 or <p>Drop a note in mail slot on staff education door</p>	



Guide to Best Practice Supports

Continuing Competency for Nurses

Policy Review

All new and revised policies will be available in the Boardroom on the Education Kiosk Computer Desktop in folder "**Policies for Nurses Review & Sign off**"

Note: Timely compliance will be reflected on a printout report each year to retain as evidence for your Nursing License

Continuing Education Competency Records

SAFETY TIP OF THE MONTH

OUTDOOR HEAT STRESS

Heat stress is the body's inability to control its internal temperature. It can result in serious illness or death.

The following conditions may put you at risk

- high temperature and humidity
- direct sun or heat, with little air movement
- level of physical activity/exertion
- level of worker's physical condition

Symptoms

- **Heat illness** - headache, dizziness, upset stomach or vomiting
- **Heat exhaustion** - tired or weak, moist skin, rapid, weak pulse
- **Heat stroke** - hot dry skin, rapid, strong pulse, mental confusion, unconsciousness, seizures or convulsions

Prevention

- Monitor yourself and co-workers.
- Take rest breaks and drink when you are thirsty.
- Wear lightweight, light-coloured, loose-fitting clothes.
- Work in the shade and away from other heat sources.
- Build up tolerance to high temperatures.

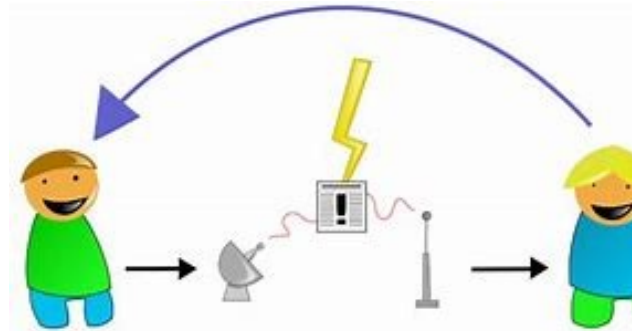
What to do

- Move the worker to a cool, shaded area.
 - Loosen or remove heavy clothing.
 - Provide cool drinking water.
 - **Call 911 (or local emergency provider) immediately if you think someone is experiencing heat stroke.**
-



Resident & Family Corner

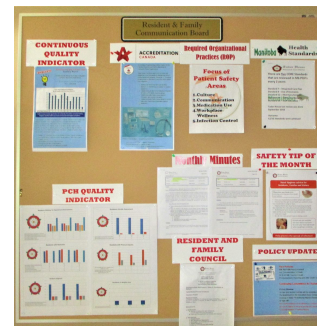
ENHANCING COMMUNICATION



Tudor House has an optimistic vision to enhance communication amongst the residents, families and staff of our Facility. Together we strive to ensure everyone involved with residents have a clear understanding of how we provide Resident Centered Care in a “Home-Like” Community, provided with Quality, Dignity, Compassion, Empathy and Partnership.”

Below are a few initiatives we are working diligently at to ensure we achieve and sustain this vision:

- Monthly Family/Resident Council meeting has recurring agenda items that discusses:
 - A Continuous Quality Improvement item
 - Monthly Quality Indicator data
 - Accreditation & Mb Health Standard items
 - New or revised policies
 - Safety Tips
- Updated Family Communication Board with a focus on quality initiatives & results
- Monthly e newsletter
- Occurrence Summary Recommendations and follow up
- Increased visual reminders to communicate the value of sustaining a culture of safety throughout Tudor.



On the Horizon

- Bi-Annual evening Resident & Family Council meeting (dates and times to be determined)
- Introduction to Management Team
 - What are their roles?
- Family & Resident Satisfaction Survey Results
- Repeat Patient Safety and Work life Pulse Accreditation Surveys

Click the here below to view:

[Term of Reference - Resident & Family Advisory Council Meeting](#)
[Resident & Family Advisory Council Meeting](#) Minutes - July 2019

RESIDENT STORY OF THE MONTH



Les

Les grew up and went to school in Selkirk. Later, he went on to university in Windsor where he got his master's degree in Psychology. When he finished his education, he worked in Brockville at a Community College. There he developed programs for students who worked with mentally challenged adults. School always came easy to Les. He was the brains in the family.

[Read Les' full story here](#)

Do you want to share your family member's story in the Resident Story of the Month? [Click here](#) to send your story.



UPCOMING EVENTS

Resident BBQ

Tuesdays, August 6 & 13, 2019
11:30 AM
Courtyard (Weather Permitting)

Birthday Party

Friday, August 30th, 2019,
1:30PM
Recreation Room

South Beach Casino Outing

Friday, August 9th, 2019,
9:30AM

Europa Lunch Outing

Friday, August 16th, 2019,
10:30AM

Resident & Family Advisory Meeting

Wednesday, August 21st, 2019,
1:30PM
Recreation Room

Memorial Service

Wednesday, August 28th, 2019,
2:00PM
Recreation Room

[Click here to download August Activity Calendar](#)

Our Sensory Stimulation Deluxe Set Cart and Verity Sleeper Chair have arrived.



Verity sleepers is available for family members who would like to stay with the residents for longer hours. If you would like to use the verity sleeper chair, please speak to Nurse Manager or Nurse-in-charge.



July 29, 2019, Poppy Officer Wayne Bird and 2nd Vice President Neil Zebinski came in to check out our Sensory Stimulation Deluxe Set Cart and Verity Sleeper Chair



Denise Smith while unboxing the Sensory Stimulation Cart.



Residents cannot help but cuddle these adorable, cuddly and very realistic rabbit puppet and warm buddy Labrador.



Residents were fascinated to watch how this Electrosphere create a beautiful swirling formations that follow their hand movements. The Electrosphere responds to sound too! It actually reacts to music and speech with rhythmic pulsating patterns of light!



and who can resist this Tender, Loving and Care Doll?



On July 24, 2019, Victoria's Flowers and Gifts surprised our residents with beautiful flowers for *Make Someone Smile Week*. Thank you to Victoria's Flowers an Gifts, you definitely put big smiles to our residents and staff.



Tudor House Bus on Rodeo Parade - July 13, 2019

We would like to thank all the residents, family members and staff who helped us to decorate Tudor House bus.



2019 Spring and Summer Menu is here

[Week 1](#)

[Week 2](#)

[Week 3](#)



Staff BBQ

Schedule

~~Fri, Apr 26th, 2019 Majel & Cori~~
~~Wed, May 22, 2019 Ashley & Sable~~
~~Fri, Jun 21, 2019 Cindy & Denise~~
~~Wed, Jul 24, 2019 Tom & Victor~~
 Fri, Aug 23, 2019 Melody & Denise
 Wed, Sep 25, 2019 Majel & Cori
 Fri, Oct 11, 2019 Pamela & Myrel

Tudor House Courtyard
 (weather permitting)
 12:30-1:30PM

All staff welcome
 from all shifts
 on and off duty!



REMEMBER YOUR 5 MOMENTS FOR HAND HYGIENE

Hand Hygiene: Why, How & When?

WHY?

- Thousands of people die every day around the world from infections acquired while receiving health care.
- Hands are the main pathways of germ transmission during health care.
- Hand hygiene is therefore the most important measure to avoid the transmission of harmful germs and prevent health care-associated infections.
- This brochure explains how and when to practice hand hygiene.

WHO?

- Any health-care worker, caregiver or person involved in direct or indirect patient care needs to be concerned about hand hygiene and should be able to perform it correctly and at the right time.

HOW?

- Clean your hands by **rubbing them with an alcohol-based formulation**, as the preferred mean for routine hygienic hand antisepsis if hands are not visibly soiled. It is faster, more effective, and better tolerated by your hands than washing with soap and water.
- **Wash your hands with soap and water** when hands are visibly dirty or visibly soiled with blood or other body fluids or after using the toilet.
- If exposure to potential spore-forming pathogens is strongly suspected or proven, including outbreaks of *Clostridium difficile*, hand washing with soap and water is the preferred means.

SAVE LIVES
Clean Your Hands
How to Hand wash and Hand rub
Hand Hygiene Brochure

Videos to Watch:
Hand Hygiene - It Makes a Difference

48TH ANNUAL FALL TEA

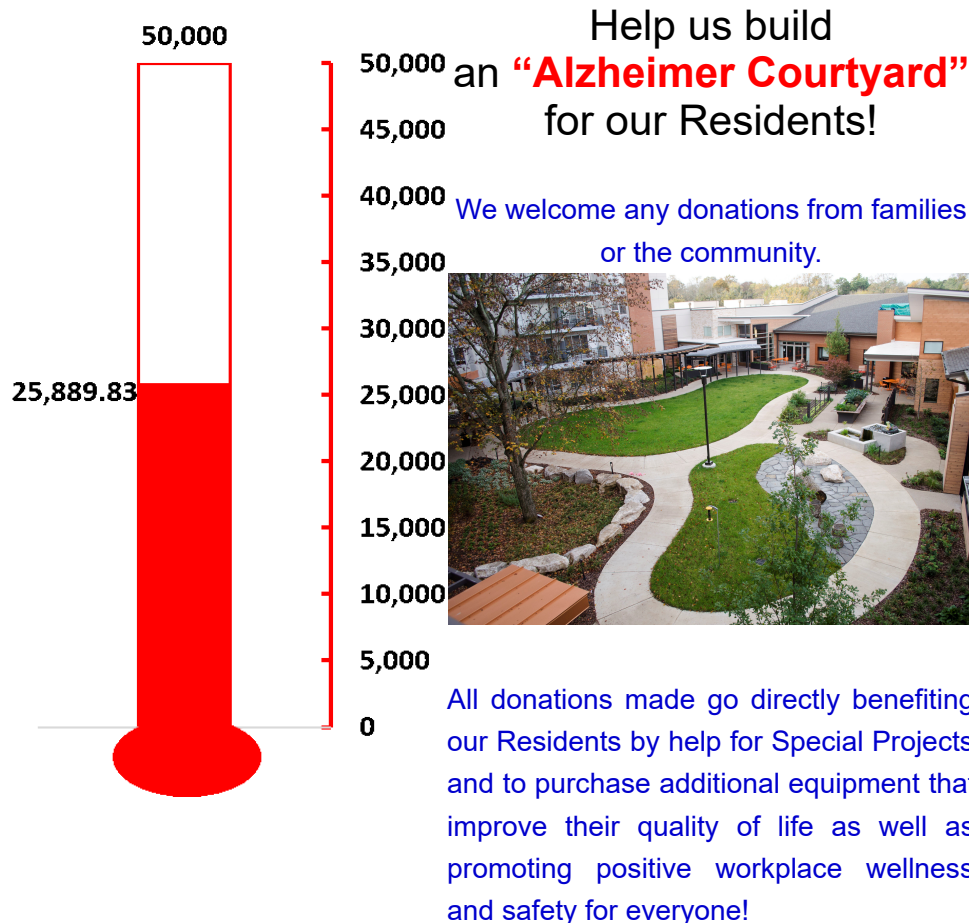
SEPTEMBER 22, 2019

SUNDAY, 1PM-3PM

SAVE THE DATE!



TUDOR HOUSE RESIDENTS DONATION FUND 2019-2020 FUNDRAISER



Thank You for your generosity!

VOLUNTEERS NEEDED!



For more information about volunteering in Tudor House, email or call Denise Smith at 204-482-6601 ext 128 or at dsmith@mytudor.ca

Pillow Paws Socks Available

Socks that have grip on the bottom and fits under normal footwear. The socks prevents residents from slipping or falling.



Pillow Paws socks are available for sale from Rehab Office for 2 pairs for \$5.00.

Available colors: Red and Yellow

Size: M, L, XXL

For more information, please see or contact Allison Sanderson 204-482-6601 ext. 142 or email asanderson@mytudor.ca

Helpful links



Long Term & Continuing Care
Association of Manitoba

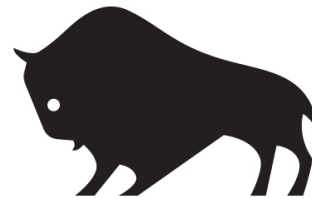
L'Association de soins continus
et à long terme du Manitoba

LTCAM's Navigation System for Seniors' Care and Living Options is a valuable tool that offers suggestions and ideas on how seniors can 'live safe" and with confidence, by providing them with the



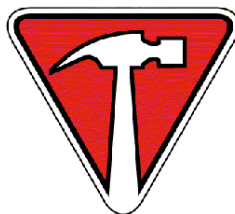
For more information, [click here for the brochure.](#)

Manitoba



Alzheimer Society
MANITOBA
Dementia Care & Brain Health

 Interlake-Eastern
Regional Health Authority



SAFE WORK

**S
A
F
E** SPOT THE HAZARD
ASSESS THE RISK
FIND A SAFER WAY
EVERYDAY

 Like us on Facebook

Copyright © 2019 Tudor House, All rights reserved.

Our mailing address is:
Tudor House Personal Care Home
800 Manitoba Ave.
Selkirk, MB