

Friday, September 6, 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

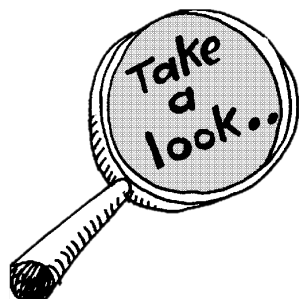
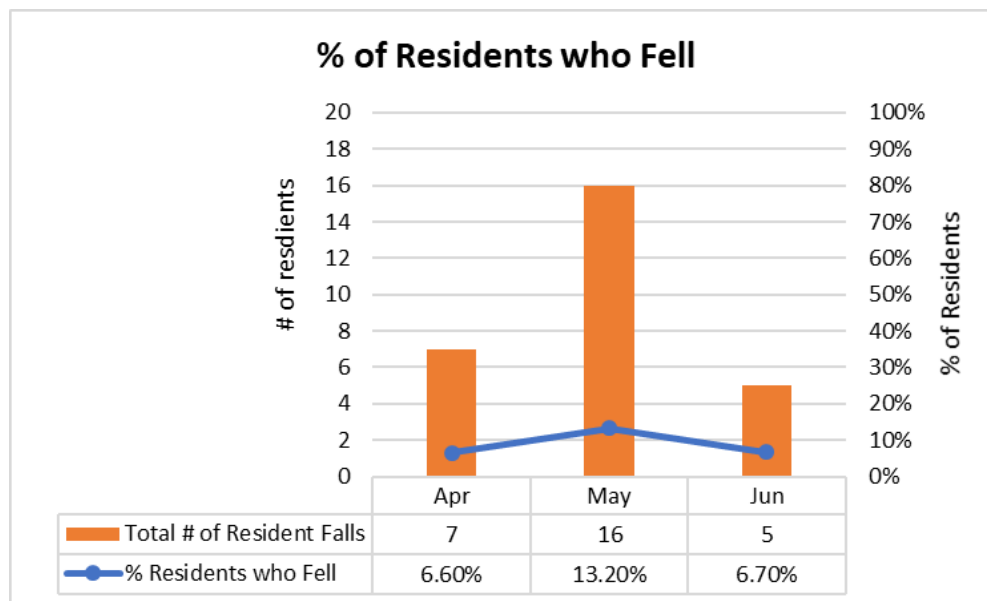


Continuous Quality Indicator (CQI) **2019-2020 Quarterly Report**

CQI 1st 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](#)



Benchmark Comparisons

Tudor House average 8.77 % Q1

IERHA PCH average unknown

WRHA PCH average 17.5%

(WRHA MDS Quarterly Quality Report 2018 Q2)

Canada PCH average 16.5 %

(Nationally Adjusted Rate 2018)

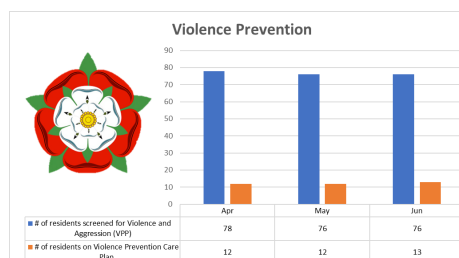
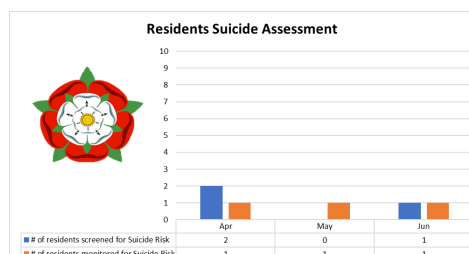
PCH Program Quality Indicators

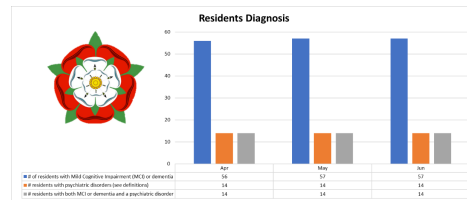
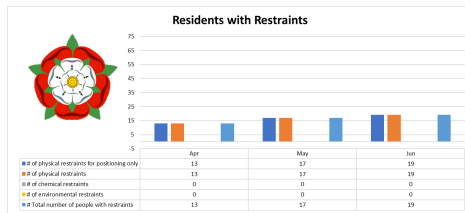
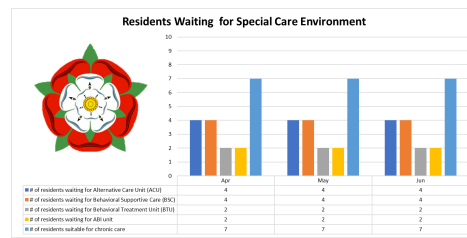
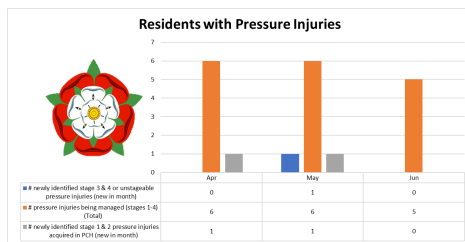
Tudor House tracks and submits monthly indicator data to the IERHA PCH Quality Improvement Team.

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)

Patient Safety Incident Management

Tudor House is committed to providing quality care and service to all residents in a safe environment, providing a safe workplace for all staff members and promoting a just culture that encourages the reporting of occurrences and near misses.

The purpose of the patient incident management occurrence reporting system is to support:

- Timely, comprehensive and factual reporting and investigation of occurrences
- Prompt identification of occurrences involving serious harm to residents or staff members and/or significant risk to the organization
- Appropriate actions to correct and prevent future occurrences
- Collection and collation of data related to occurrences
- Monitoring of trends and identification of opportunities for improvement
- Sustainable improvements and system-wide learning

NEAR MISS OCCURRENCE

Near Miss (good catch): an event or situation that could have resulted in an accident, injury, or illness, **but did not**, either by chance or through timely intervention. The event did not reach the resident, family, or staff and others associated with the region and/or equipment or property.

Some examples include (but are not limited to) the following:

- A nurse noticing an incorrect narcotic dose during double check procedure
- Staff successfully preventing resident attempt to strike another resident



Resident Safety Alert

After reviewing a near miss at Tudor House a Resident Safety Bulletin was created and distributed to bring awareness and allow for a learning opportunity for all staff

ENSURING SAFE USE OF FOUR-WHEELED WALKERS

Transporting a resident while they are seated on a four-wheeled walker is an unsafe practice. Four-wheeled walkers are not designed to transport residents or to have them propel themselves while sitting on the seat.

There are some hybrid models specifically designed to transport residents, but these are not commonly used within Tudor House Personal Care Home.

RECOMMENDATIONS

- **Wheeled walkers (including four-wheeled and two-wheeled) are used as walking aids ONLY**
 - Using them for other purposes, such as transporting a resident, poses a threat to the individuals using them.
- **Residents are discouraged from propelling the walker while sitting on the seat**
- **Staff never use a walker to transport a resident.**
 - The additional weight when pushing someone seated on a four-wheeled walker could compromise the integrity of the device, resulting in the resident falling and increasing the risk of injury to the care provider.
- **Four-wheeled walker seats should only be used by residents to temporarily sit (i.e., for a rest period) once the walker is stationary, by locking the brakes.**

July 2019, a staff member was observed transporting a resident on the seat of their walker. The staff member was instructed to stop and transport using walker as mobility aid. The staff member and resident were offered coaching and provided rationale for the near miss occurrence.

STAFF EDUCATION

EDUCATION TOPIC OF THE MONTH



Fall Education Package 2019

This package is a **mandatory** annual education requirement that gives you the opportunity to review policies and practices that includes:

- Resident Bill of Rights
- Abuse Policy
- Persons for Protection in Care
- Restraint Protocol

You will be expected to complete a quiz to test your competency and fill out an evaluation form.

[Click Here to download Education Calendar](#)



EXTERNAL TRAINING OPPORTUNITIES

Tudor House Staff will be attending :

[Journey Through the GI Tract](#) - September 30, 2019

[The Therapeutic Use of Medical Cannabis & Opioids as Medication](#) - October 22, 2019

[MSIP Facilitator Renewal Training](#) - October 24, 2019

[Respectful Workplace](#) - October 28, 2019

[Respectful Communication](#) - October 28, 2019

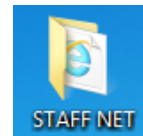
[Palliative Care for Support Staff](#) - November 12, 2019

Did you know you can access a



plethora of Long-Term Care
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.



NEW UPCOMING POLICY

**AM-10-P-300 Personal Health
Information Disclosure Due to Risk of
Serious Harm** has been developed for
Interlake-Eastern RHA, based pm changes to
The Personal Health Information Act and *The
Mental Health Act*.

This policy has a mandatory education
component for all staff

- All staff are required to watch a mandatory educational video, “Personal Health Information Disclosure Due to Risk of Serious Harm”. This education is mandated to meet the legislated requirements to implement the amendments to the personal health information and mental health acts. Access the 30-minute video to complete your training. This video will be available in boardroom on education kiosk computer on staff net link.
- Talk to your manager about the best time to fit this into your work day. This training shall be completed during regular working hours.
- All staff are to complete this training by **September 30, 2019.**

REVISED POLICY

AM-6-P-155 Employee Parking

Continuing Competency for Nurses



Policy Review

All new and revised policies will be available in

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

	
<h3>Signs and Symptoms of a Musculoskeletal Injury</h3> <p>A musculoskeletal injury (MSI) is damage to the muscles, ligaments, spinal discs or other soft tissues in the body. Damage may occur suddenly or can develop over time from unsafe lifting, repetitive movements, or working in slouched or awkward positions.</p> <p>Signs to watch for</p> <ul style="list-style-type: none">• swelling• redness or other color changes in the skin• loss of movement or strength in a body part <p>Symptoms</p> <ul style="list-style-type: none">• persistent muscle soreness or aches• shooting, burning or other pain• numbness or tingling <p>Inform your supervisor if work tasks are causing signs or symptoms of a MSI.</p> <p>A task that is causing signs or symptoms must be assessed and improved to reduce the risk for a MSI.</p>	<h3>Employer Responsibilities</h3> <p>Inform workers</p> <ul style="list-style-type: none">• if a task has a risk for MSI• of the signs and symptoms of a MSI• to report signs and symptoms <p>Assess and improve</p> <ul style="list-style-type: none">• the equipment for the task• the work arrangement• the SAFE work procedure for the task <p>Train workers on</p> <ul style="list-style-type: none">• changes to reduce the risk of a MSI• safe body positions and movements• the SAFE work procedure

MY SAFETY AND HEALTH CHECKLIST



The Health Benefits of Kindness

Numerous scientific studies show that acts of kindness result in significant health benefits, both physical and mental. Here are some key points:

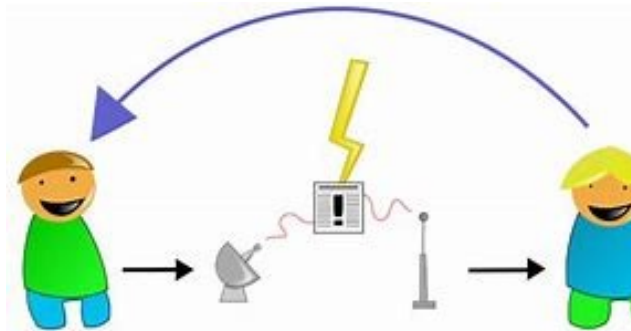
- Helping contributes to the maintenance of good health, and it can diminish the effect of diseases and disorders serious and minor, psychological and physical.

- A rush of euphoria, followed by a longer period of calm, after performing a kind act is often referred to as a “Helper’s High,” involving physical sensations and the release of the body’s natural painkillers, the endorphins. This initial rush is then followed by a longer-lasting period of improved emotional well-being.
 - Stress-related health problems improve after performing kind acts. Helping reverses feelings of depression, supplies social contact, and decreases feelings of hostility and isolation that can cause stress, overeating, ulcers, etc... A drop in stress may, for some people, decrease the constriction within the lungs that leads to asthma attacks.
 - Helping can enhance our feelings of joyfulness, emotional resilience, and vigor, and can reduce the unhealthy sense of isolation.
 - A decrease in both the intensity and the awareness of physical pain can occur.
 - The incidence of attitudes, such as chronic hostility, that negatively arouse and damage the body is reduced.
-



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 House.



On the Horizon

- Family & Resident Satisfaction Survey Results
- Repeat Patient Safety and Work life Pulse Accreditation Surveys

Mark Your CALENDAR



RESIDENT & FAMILY COUNCIL MEETING

October 9, 2019 - Wednesday

6:00-7:30PM

To get better family and resident participation, we encourage Family Members to attend the Residents and Family Council evening meeting. Coffee Tea and Dainties will be served, Short Education Session and 5 min Reports from All Managers to Residents and Families. Q & A Session.

Introduction to Management Team

John Ashley Martyniw
Chief Executive Officer/Director of Care

**Role:**

The Chief Executive Officer/ Director of Care as the “Person in Charge”, assumes ultimate responsibility for ensuring the provision of high quality care and services while maintaining a safe and healthy home like community for Residents, visitors and all team members. This is achieved by demonstrating strong leadership of the management team and following Tudor House’s Strategic Vision of “Resident Centered Care in a “Home-like” Community, provided with Quality, Dignity, Compassion, Empathy & Partnership. The CEO/DOC is accountable to the Board of Directors of Tudor House and operates the Long Term Care Facility under a Service Purchase Agreement with WRHA/IERHA.

Mini-Biography:

Lives in Selkirk with wife and three children and four grandchildren. Worked at Selkirk Mental Health Centre for 12 years. Trained as a Psychiatric Nurse, Registered Nurse, Long Term Care Management and worked at Tudor House since 1988 as Director of Care and later as Administrator in 2000. Currently on the Board of Directors of “Long Term & Continuing Care Association of Manitoba” and has participated in numerous other local community organizations for many years.

Click the here below to view:

[Tudor House Organizational Chart](#)

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

RESIDENT STORY OF THE MONTH

Garry and Josephine

Garry and Josephine met in a dance in Camp Morton. They were married on July 10, 1965. They have a daughter and son. Their family also includes a son-in-law and two grandsons.

[Read 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.



SEPTEMBER BIRTHDAYS

Henry M.	September 7
Irene B.	September 9
Nettie K.	September 12
Agnes H.	September 15
Jean W.	September 15
Alfred W.	September 22
Phyllis L.	September 25
Kathryn O.	September 26

UPCOMING EVENTS



Provincial Election - TH Residents Voting Poll

Tuesday, September 10, 2019
1:00 PM
Recreation Room

Memorial Service

Wednesday, September 25, 2019,
2:00PM
Recreation Room

Resident & Family Advisory Meeting

Wednesday, September 18, 2019,
1:30PM
Recreation Room

Birthday Party

Friday, September 27, 2019,
1:30PM
Recreation Room

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

48TH ANNUAL FALL TEA

SEPTEMBER 22, 2019

SUNDAY, 1PM-3PM

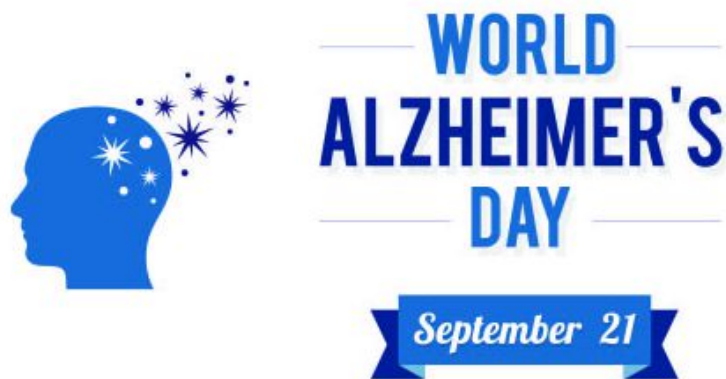
SAVE THE DATE!



We are accepting donations for our Silent Auction, Bake Sale and



The slogan for the day is “**Speak Up for Patient Safety**”. This campaign will mobilize patients and their families, health workers, policy makers, academicians, researchers, professional networks and the healthcare industry to speak up!



September 21st every year is **World Alzheimer's Day** around the world. This is an international campaign aimed at raising awareness and challenge the common stigma that surrounds Alzheimer related dementia.



World Heart Day is celebrated on 29th September of every year. It is aimed at drawing people's attention to heart illness and the range of associated health issues.



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!

The poster is framed by a red and white checkered border. Decorative elements include two condiment bottles (yellow and red) at the top left, a spatula at the top right, a red grill at the bottom left, and a burger with a glass of orange juice at the bottom right.



Tudor House
Personal Care Home

Multifaceted Hand Hygiene Program

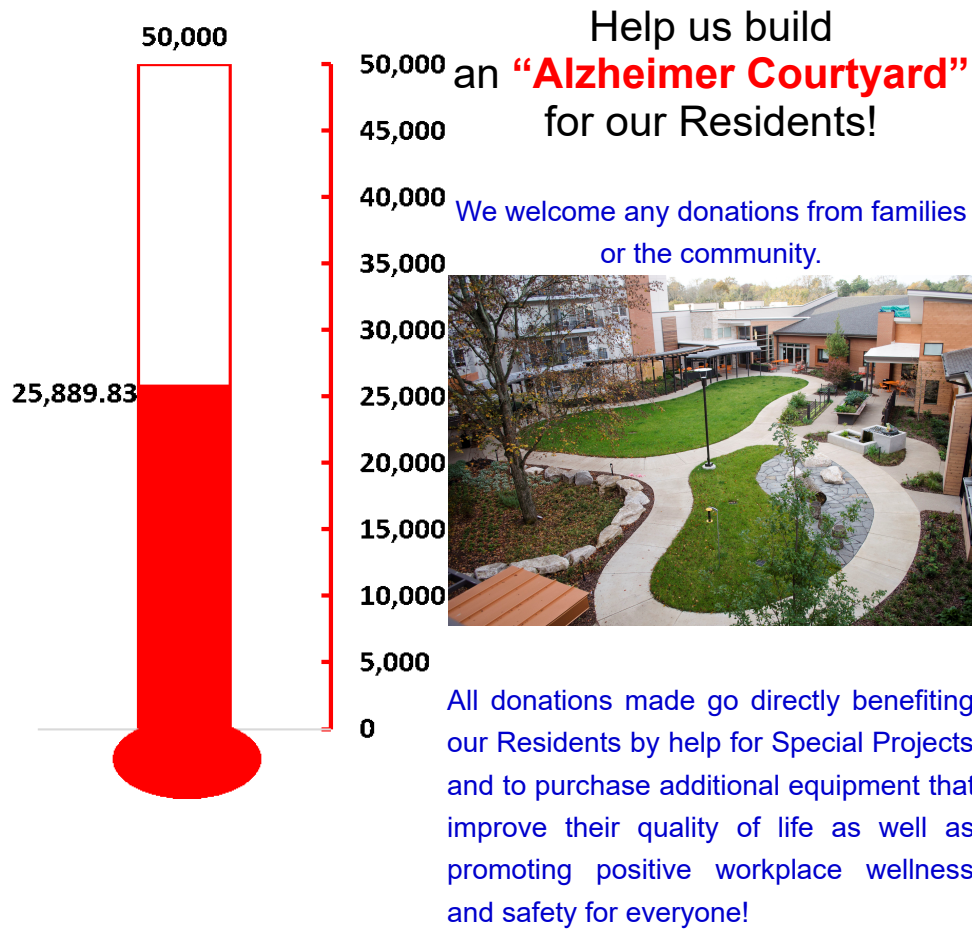


2019

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

Hand Hygiene - It Makes a Difference

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

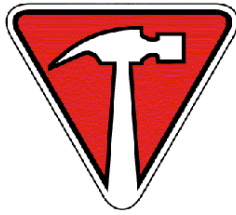


LTCAM's Navigation System for Seniors' Care and Living Options is a valuable tool that offers suggestions and ideas on how seniors can 'live safe" and with confidence, by providing them with the tools and information to make informed decisions.

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

Manitoba





**SAFE
WORK**

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



TUDOR HOUSE
PERSONAL CARE HOME

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