



RK MACDONALD NURSING HOME

Board Quality Report for 2024 – 25: Q1 Q2 Q3 Q4

Clinical and Operational Quality Indicators										
Indicator	Definition	2023 - 2024				2024-2025				Benchmark or target
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
# of PPCA Reports	# reported / # founded per quarter	1	1	0	1/1	2/1	0	1		0
# of Critical Incidents	# reported / # founded per quarter	0	0	0	0	1 /1	0	4/0		0
Pressure Injury Prevalence	% of residents who have a pressure ulcer in the facility on the day of the report. Numerator = # of people with wounds stage 2 or greater x1000 Denominator = the total census on that day multiplied by 100 to get a facility percentage Example: 10 residents with stage 2 wounds or greater / 136 residents in the facility on the day of the report=7.63% wound prevalence rate	7.74%	4.70%	3.01%	4.45%	2.72%	3.23%	6.22%		CIHI: wounds were reported in 10% of LTC and 30% of hospital-based Continuing Care clients. (2013).
Pressure Injury Incidence	% of residents who developed a pressure ulcer after admission to the Home. Numerator = number of residents who develop a new ulcer after admission Denominator = number of residents at the time of the report (same # as prevalence)	0.75%	0.75%	0.25%	0.25%	0.25%	1.49%	1.00%		Trend. Lower number is better.
Fall Rate / 1000 days	Numerator = Total # of Falls Denominator = Total # of Resident Days x 1000	7.56	10.23	8.57	25.4	24.9	23.0	6.89		
Infection Rate/1000 days	The # of infections in facility over the quarter Including respiratory, skin, urinary infection and sepsis. Numerator = # of infections in the Home Denominator = Total # of Resident Days on the care area x 1000	1.65	3.97	4.67	4.34	4.74	3.63	4.22		Trending only: Lower number is better.

Handwashing Rates	4 Moments of Hand Hygiene % Appropriate Hand Hygiene Practice by Health Care Workers	93%	86%	91%	88%	86%	84%	82%		Canadian Patient Safety Institute 80%
Medication Errors	Medication errors are preventable events related to the incorrect administration of medications (# with NO harm / # WITH harm)).	7/0	2/0	4/0	4/0	11/0	29/0	3/0		0 ~ 220,320 dispensed / quarter
Admission Assessments	% Completion of required assessment within allotted time frame					90%	100%	100%		100% (LTC PR)
Experienced Based Resident First Voice Program Evaluation	1 st Voice Program Evaluation – Indicators % = E – Enjoyment + FC - Feeling Connected + M - Meaningfulness	New		98%	100%	99%	94%	99%		80%
Spiritual Services	# of Spiritual Programs & Services	New		44	63	55	38	66		24
Musical / Programming	# of Music Programs	New		92	137	183	165	170		48
Volunteer Hours	# of Volunteer Hours	New		524	931.70	661	400	1160		450
License Review	# of recommendations from bi-annual Licensing Inspection	Nil	1	0	12	0	0	0		OHS Compliance = plan in place
HSK Room Audit	Resident rooms audit once vacated by the previous resident	New			100 %	100%	100%	100%	100%	
Resident Data	# of resident deaths	16	10	10	14	4	8	11		
	# of residents discharged	1	1	1	0	2	1	1		
	# of residents admitted	17	9	11	16	5	11	13		
Total # of WCB claims	# Claims per Quarter yr. & (quarter in bracket)	11 (7)	20 (9)	26 (6)	0 (3)	7 (4)	14 (7)	20 (6)		Q3 ↓ 6 claims from 2023 yr. – Total Cost ↓ 87,000
WCB status Merit/Demerit	Basic Industry Rate set by WCB. Below Industry rate = merit status	Merit	Merit	Merit	Merit	Merit	Merit	Merit		Current Merit 5.36↓ for 2024 Looking a Slight↑ Demerit for 2025 based on 22, 23, 24 yrs. Ratings being reassessed in lieu of Credit
Lost Time	Total # of Time Lost Claims yr. & (quarter in bracket)	8 (6) as of Aug 29/23	10 (2) as of Oct 24/23	16 (6) Dec 31/23	0 (0)	6 (6)	6 (0)	9 (3)		0
Total # of Grievances NSNU	NSNU: # grievances per quarter Unifor: # grievances per quarter	0 0	0 0	0 0	0 0	0 0	0 0	6 (1) 0		No Cost or Arbitrations (All Resolved for 2024) Good Union Relations Maintain Meetings
% Of Sick Hours	Numerator: Calculated Sick Hours 1) % Percentage based on Total hrs. paid and sick 2) % Denominator: Total hours sick/worked X 100	7903.48 (9.92%) 9.27%	11,256.38 (11.73%) 12.78%	12,265 .83 (13.02) 14.69	9649.82 (11.62%) 12.81%	9424.95 (10.80%) 11.93%	11809.7 8 (11.68) 12.86%	8072.63 (9.82%) 10.74%		↓% Support in review of Absenteeism

Voluntary turnover of Active Staff	# Of staff resignations or retirements (# in current quarter in bracket)	25 (19)	46 (21)	53 (7)	65 (12)	33 (21) (1 Mgt)	71 (38)	83(2)		Q3 reasons: (12) 3 Retired 4 Resigned to take another pos. 2 Not suited for position resigned 3 Inactive /Grad Students
Involuntary turnover of Active Staff	# staff terminated involuntarily. (#current quarter in bracket)	2 (1)	3 (1)	5 (2)	2	3 (1)	6 (3)	7(1)		Minimal – 0 Term Hiring Quality Candidates Education/ Policies/Conflict Mgt

File: Directors (T) Drive: Quality / Board Quality Report / 2024-25