



RK MACDONALD NURSING HOME

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

Timelines: Data Collection complete and reviewed at Quality Meeting hosted on the 2nd Thursday of April, July, October, and January at 2:30pm – Roost – Agenda: 1) Celebrate our successes, 2) update the Quality Improvement Plan

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	0
# of Critical Incidents	# reported / # founded per quarter	0	0	0	0	1 /1	0	4/0	3/0	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%	5.08%	Benchmark: < 10%
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%	1.02%	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	6.82	QIP: Ensure calculation methods are consistent

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	3.4	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%	83%	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	7/0	0 ~ 220,320 dispensed / quarter
Admission Assessments	% Completion of required assessment within allotted time frame					90%	100%	100%	92%	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%	100%	80%
Spiritual Services	# of Spiritual Programs & Services	New		44	63	55	38	66	50	24
Musical / Programming	# of Music Programs	New		92	137	183	165	170	181	48
Volunteer Hours	# of Volunteer Hours	New		524	931.70	661	400	1160	1221	450
Licensing Review	# of recommendations from bi-annual Licensing Inspection	Nil	1	0	12	0	0	0	7	waiting for contractor availability – flooring and sprinklers – Med Adv
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	13	
	# of residents discharged	1	1	1	0	2	1	1	4	
	# of residents admitted	17	9	11	16	5	11	13	14	
Total # of WCB claims	# Claims per Quarter	7	9	6	3	7	7	6	3	2024 ↓6 claims from 2023 yr. – Total Cost ↓ \$87,000.00 – RTW CS budget
WCB status Merit/Demerit	Basic Industry Rate set by WCB. Below Industry rate = merit status	Merit	Merit	Merit	Merit	Merit	Merit	Merit	Slight Demerit .04	2025 Industry rate 5.97 +.04=6.01↑ based on 22, 23, 24 yrs. Injury rates 2024 Industry rate 6.10-.72 Merit↓5.38
Lost Time	Total # of Time Lost Claims yr. & (quarter in bracket)	8	2	6	0	6	0	3	1	2024 ↓Cost and claims down from 2023 by 34,000
Total # of Grievances NSNU & Unifor	NSNU: # grievances per quarter Unifor: # grievances per quarter	0 0	0 2	0 1	0 0	0 1	0 1	0 1	0 1	No Cost or Arbitrations (All Resolved for 2024) Good Union Relations
% Sick Hours	Sick Hours: Paid + Unpaid sick hours X 100 Standard # of hours	9.27%	12.78%	14.69	12.81%	11.93%	12.86%	10.74%	10.31%	QIP: Staff Absenteeism Survey - March / Apr 25 - Deeper Drive into stats

		2023-24				2024-25				Notes
		Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
Voluntary turnover of Active Staff	# of staff resignations or retirements / quarter	19	21	7	12	21	38	12	13	<ul style="list-style-type: none"> • Q2 – reflects inactive student hires and back to school no longer available • Q4 - 4 resigned to take job elsewhere <ul style="list-style-type: none"> - 1 no transportation (student dietary) - 2 Retired (Not active were on LTD) - 1 Did not like position – from LTCA to Custodial - 2 resign due to doing 2 jobs i.e., full time elsewhere (No time) - 2 Moved out of province - 1 Resigned FT to take LPN course – will return as Casual
Involuntary turnover of Active Staff	# of staff terminated involuntarily / quarter	1	1	2	2	1	3	1	3	
Quarterly Employee Retention Rate	# Exiting Employees / 280 employees in the quarter X 100 = Retention Rate	92.9%	92.2%	96.8%	95.8%	92.2%	85.4%	95.4%	96.3%	
Retention Rate Year to Date: 92.3% Target: > 70% Retention Rate										

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