



LONG TERM CARE UPDATE

Western Health Staff Tour New Building and Resident Room Mock-Up

During the months of June and July of 2009, about 90 staff from many different departments of Western Health toured a mocked-up resident room in the new facility. Additional tours were held in March of 2010.

Overall the comments were very positive. Staff noted the rooms were quite large with beautiful/modern colors, ceiling tracks in all required rooms and had great views of the city! Other positives noted: the facility has wide corridors, spacious tub rooms, and amazing views from the neighborhood dining/activity rooms. The in-house services such as a full kitchen and personal laundry, lots of natural light, oxygen in 56 rooms, exterior walking paths & patios and air conditioning will surely result in a very comfortable facility.

There were some valid concerns expressed by staff over the last year, but unfortunately not every concern could result in a change to the facility. Some changes that were initiated as a



result of staff comments were the installation of a bulk oxygen storage tank, the addition of a Wanderguard locking system, and the installation of bedpan washers.

The majority of staff seemed to be genuinely awe-struck by the size, layout and how much attention was given to making the place look like a modern

home (moldings, paint colors, flooring etc). Thank you to staff for participating in the tours and offering such great feedback.

A special thanks to tour guide Carlson Way and tour driver Kerry White. Your enthusiasm for the new building is contagious!

Evaluating our Work

A small working group has been established to guide the post occupancy evaluation for the new Long Term Care facility. The purpose of the evaluation is to assess the transition of staff and residents and their families to the facility. The working group has identified several different questions and indicators to determine if the transition was acceptable, efficient



and resulted in good outcomes for residents and staff. A framework has been drafted to guide the evaluation. Anyone interested in reviewing the framework and providing suggestions for improvement are asked to contact Darlene Hutchings, Research Manager, Western Health. Darlene can be reached by phone at 634-4306 or email at darlenehutchings@westernhealth.nl.ca.

Site Photos



Road leading into the new Long Term Care building



Worship area



Nursing workstation



Client room



Floor kitchenette



Back of new building

External Stakeholders Tours

A number of people from outside organizations have toured the new long term care facility. Staff from Transportation and Works, Health and Community Services, Eastern Health, and Central Health had tours while they

were in town for other business.

Some people toured because they are in the planning or construction phases of building their very own facilities and wanted to discuss and see first hand some of the modifications

made during the construction of our facility.

Our facility is of special interest for those involved with planning a new facility to replace the existing 377 bed Hoyles-Escasoni Complex in St. John's.

Role of Staff in Selection of New Equipment

To aid in the final selection of equipment, five staff members with backgrounds in nursing (RN and LPN), ergonomics, support services and purchasing travelled to Ontario to visit several companies' showrooms and manufacturing plants. The purpose of the trip was to view the latest equipment on the market, to evaluate successful bidder's equipment and to view products' manufacturing processes to determine their durability.

This team consisted of Paul Wight (Purchaser), Carlson Way (Facilities Manager), Brian Pittman (LPN), Stephanie Pike (OT) and Julia Fequet (Project Manager). These individuals had a key role and perspective in what

the equipment should look like, how it would operate, how it was maintained, and of course how much it would cost. Comments made by staff during staff updates and day to day conversations were used to evaluate all equipment and make every attempt to get the best equipment available.

The team looked at hi-lo and alarm beds; bedside and over-bed tables; bariatric beds and chairs; low-air loss mattresses; tubs; tub chairs and stretchers; floor and ceiling lifts; resident dining and side chairs; visitors side and sleep chairs; dining room and activity tables; window blinds and coverings.

Having such a diversified group on

this trip enabled the team to see the big picture. When examining the equipment, the team considered staff and resident safety and how the equipment would be maintained from a preventative maintenance perspective. The team compared the pros and cons of equipment and examined all options available. Having frontline staff present test the equipment allowed the equipment and furniture to be seen in a realistic and functional manner.

Thanks to all the team members for their constructive comments and suggestions on this trip. The value of their input is immeasurable!

Relocating Residents

With the move to the new facility coming this spring our residents have to be actively involved and consulted with the moving process. A transition committee was formed to address any issues that will arise with this move. The transition committee consists of the Long Term Care project manager, Long Term Care managers, social workers and resident care coordinators.

There is also a larger group that includes facilities management, dietary, purchasing and nursing that will address the larger issue of the actual move, packing/unpacking and the equipment purchases.

The clinical staff is planning where to place all of the residents in the new building. The placement of residents is based on medical need, thorough assessments and the resident's personal preference. In our current environment, there is a challenge to address the personal preferences of our residents - sometimes residents have to be roomed with or live on the same unit as individuals who may not be cognitively aware or able to socialize. In the new building, this will be

changed and there will be units where our residents can socialize and interact with the other residents nearby.

As the move date becomes closer, assessment forms will be updated in order to place the resident in the area that best suits their needs. The

to feel like home.

The move itself will involve all staff members, family members, volunteers and of course the residents themselves. Residents will be moved by ambulance, bus and family members where appropriate. Strict timelines will be



residents from all sites will be intermingled to create an optimum environment. Each resident will be assigned their room and their next of kin will be notified where the resident will be moving. On the day of the move the resident's belongings will be already moved in and ready

followed to ensure a smooth transition process and to avoid any bottlenecks that can occur.

We hope that everyone involved will see the positive changes as a result of moving into this new building. Our residents will finally have a home worthy of them!

Corner Brook Long Term Care Auxiliary

Over the past 18 months members of the existing auxiliaries – O’Connell Centre & Interfaith Auxiliary have worked diligently to amalgamate to become one auxiliary with the main focus being the residents of Long Term Care. Over the years, these auxiliaries have worked very hard in their individual gift shops to provide a top-notch service to residents. The gift shop at each Centre provided the means to purchase items that all the residents could benefit from. Over the years, each auxiliary worked as a team and accomplished a great deal in enhancing services to long term care residents.

In January 2009, an appreciation evening was held for members of these two auxiliaries to celebrate their achievement and dedication to the residents. Through their continued dedication, support and teamwork, we are able to present a newly-formed Corner Brook Long Term Care Auxiliary. As it was with the previous auxiliaries, their main focus is on the resident and what they can do to enhance the quality of life for residents of long term care.

The new long term care building will boast a beautiful gift shop that will be operated by the new auxiliary. There will be plenty to see and purchase and

we ask staff to continue their support. All monies raised will go towards enhancing services for Long Term Care residents.

Members of the newly-formed auxiliary are:

- President: Irene Grandy
- First Vice President: Libby Reid
- Second Vice President: Jean Durfy
- Recording and Correspondence Secretary: Greta Baggs and Daphne Thomas
- Treasurer: Margie Parsons

The Regional Volunteer Resources Department would like to send a thank you to all volunteers. We look forward to working with you in the future.

Staff and Resident Safety

Staff and resident safety is a key concern when designing a new facility. To assist with resident handling/repositioning, this facility has been designed such that all resident rooms are equipped with a ceiling track lift. These lifts decrease resident handling demands for staff making the move safer for both residents and staff. All nursing staff will receive safe client and handling and movement training and will have a resource to consult for all handling and movement issues/concerns which may arise.

Each resident room has adequate space to maneuver equipment in the room and for nursing staff to

access the resident without having to move the bed. Also, beds will



no longer have to be moved by housekeeping staff to complete daily

cleaning. The facility also has four bariatric rooms for persons weighing up to 1,000 lbs. These rooms will have a 1,000 lb H-track lift, a wider washroom door, a bed rated for 1,000 lbs, and even a toilet rated for 1,000 lbs.

Some systems included in the building that make for a safe environment are patient elopement, nurse call, fire alarm and sprinkler. The facility is also a LEED/Green designed building which requires the indoor environmental quality to be higher than other new facilities; better temperature control, higher ventilation rates, more natural light, green furniture and even the use of green chemicals for housekeeping.

Long Term Care - New Facility Planning Team

There is an established committee to facilitate planning of the new facility. The mandate of the Long Term Care Facility Planning Committee is:

- to guide the ongoing construction of the new Long Term Care facility.
- to develop strategies to communicate updates.
- to develop strategies to involve

stakeholders in key decisions related.

- to design and equipment for the new Long Term Care facility.
- to plan and evaluate the relocation of residents and staff.

The members of this committee are: Keith Allen, Patricia Barrett, Paul Briffett, Peter Butt, Jeannette Christopher, Anne Doyle, Julia Fequet, Teara Freake,

Karen Gale, Devon Goulding, Debbie Major, Kelli O’Brien, Chris Penney, Rob Perry, John Piercey, Stephanie Pike, Kathy Power, Paula Price, Ruth Pullin, Trudy Read, Laeora Ryba, Lori Scott, Beverly Telford, Denise Tulk, Ken Walsh, Terri Walters, Carlson Way and Paul Wight.