

## LAMONT HEALTH CARE CENTRE

### BOARD REPORT TO LHCC ANNUAL GENERAL MEETING June 22, 2017

Thanks to the skilled and insightful leadership of our Executive Director Harold James, and our competent and caring Staff, I am pleased to report another successful year of our facility's outstanding service to our community and beyond.

Your Board has had a busy year as well with its usual complement of committee work, policy review and strategic planning.

Our Finance Committee in particular has had its work cut out for it with only modest increases in funding from Alberta Health Services to offset the increasing costs of remunerations and supplies. We have been fortunate to have had the wise counsel of our Director of Finance, Jim Burger, for many years and express our deepest thanks for his guidance and service. We wish him happiness and contentment in his retirement. We are pleased to welcome a very valued member of our team, Janine Whiting as Jim's replacement and look forward to her sharing her expertise with us as we work through our financial challenges.

Our Patient Care Committee meets at least three times a year. All Board Members serve on this Committee; they feel it is important that they all share firsthand in the information brought forward and in the subsequent strategies and recommendations that emerge. The involvement of our Chief of Medical Staff Dr. Mohamed and our Nursing Care Coordinators, Mrs. Kim Pshyk from the OR, Mrs. Tanya Baldwin, Acute Care and Emergency and Mrs. Nadia Chopping, LTC is valued and appreciated. We welcome Tanya and Nadia to their new positions and very much appreciate the expertise, knowledge and guidance they bring to our meetings. We acknowledge, with deepest appreciation, the many years of generous and devoted service of retiring Nursing Care Coordinators Denise Warawa and Karen Carter and wish them well in their future endeavors.

The Joint Conference Committee brings Board representatives, Physicians and Nursing Care Coordinators twice a year to review their activities and concerns. We collaboratively and amicably discuss strategies and methodologies, including proposed equipment purchases, to effectively address the needs of Patients, residents and the community.

The Green Health Care Committee involves a number of Department Supervisors and all Board Members. It provides a forum where we can share our collective knowledge and ideas to make our facility increasingly environmentally friendly. Our discussions have led to more effective recycling strategies and wherever possible, the purchase of necessarily disposable products which have minimal environmental impact.

Throughout the year, the Board is involved with various policy reviews making sure they are relevant and current. Recently for example, we examined our Personnel Policies and the General Bylaws. Addressing security and safety have been a high priority on the Board agenda, and a number of safety enhancing features have been added to the facility. Extra exterior lighting, surveillance cameras and personal identification technology all contribute to the safety of residents and Staff.

Discussion around our Strategic Plan is a regular Board item; of highest priority is our desire to replace our Long Term Care Wings. After much discussion and consultation, we have made some innovative proposals to the Government and we shall continue to lobby on behalf of our community for a new building.

One of the very positive aspects of our facility is our large number of remarkable Volunteers. With their cheery smiles and hugs and conversation they bring a large element of joy and happiness to our Residents and our Staff. Some of them are involved in tending our Healing Garden, ensuring it remains a beneficial sanctuary (even for ducks). We offer a big thank you to all of them.

The Board is just one of the very competent group of people that make our facility run so well. A good board facilitates, not dictates. It enables, not restricts. It encourages the flow of innovation, ideas and creativity. And most of all, it respects and appreciates all who work so diligently toward something very special. We are pleased and proud to be a part of the health care team.

Respectfully submitted,



Kent Harrold

KH/ds

Lamont Health Care Centre

ANNUAL GENERAL MEETING

Date: Thursday, June 22, 2017

## **EXECUTIVE DIRECTOR'S REPORT**

*Good afternoon!!*

*It's amazing how a year can go by so quickly when one is having fun!*

*Once again, it's my pleasure to welcome you and provide you with a report about the operation of our facility for the fiscal year ended March 31<sup>st</sup>, 2017.*

In my last report I informed you about challenges we face with:

- Advocating for a replacement or modernization of the Long Term Care Unit within Lamont Health Care Centre;
- Enhancing security in order to improve Staff, Resident and Patient safety;
- Advocating for educational opportunities in order to maintain competencies for professional and non-professional Staff;
- Finding opportunities to enhance funding for Long Term Care.

Well here is a list of our accomplishments during this past year:

- We continue to advocate for the replacement of the Long Term Care Unit by keeping our request open with Government, Alberta Health Services and our MLA Mrs. Jessica Littlewood.  
This is a long process; while the results are slow, we have managed to keep the dialogue open with those who can make a difference to our cause;
- The Security System has been enhanced. Staff has a security access card for entry into the building and an emergency alert for use in distress situations. The System has an automatic door lock/opening announcement, wandering Patient/Resident alerts and monitoring various activities via the use of internal/external cameras. This System will be improved in the coming year with installation of additional cameras.
- There have been increased educational opportunities for Staff and Board alike. These include Clinical, Technical and Psychological/Social health. Our Staff Domino Committee has added additional support to this cause by working with all Staff to improve the social (and cultural) atmosphere within the facility.
- Funding improvement together with enhancements to the Surgical Program remains a work in progress.

### **Facility Operations**

Activity and utilization of services offered at our facility this past year remained at normal levels compared to the last period.

However, the funding envelope received from Alberta Health Services continues to present challenges especially when one encounters unusual experiences with sick time utilization, major maintenance repairs, overtime and Staff orientation to name a few.

A copy of the facility utilization together with pie charts of facility expenses and surgical procedure classifications are appended to my report for reference.

This past year we also had 8 Staff members who retired from active service. I extend, on behalf of the LHCC family, our heartfelt thanks to each one and wish them an enjoyable retirement.

A great part of what we do within the menu of programs/services offered to Patients/Residents has a dimension of quality.

We are constantly striving to find ways to improve on the quality of services/programs we offer; recent quality improvements which may or may not be apparent to our stakeholders in order to improve care and service during the past year include:

#### *Nursing*

- Installation of Inpatient Care Boards in Patient rooms in order to update the Care Team on Patient needs, mobility, dietary requirements, care plans and discharge planning;
- Updating Policies/Procedures to meet current Standards and/or Best Practices;
- On-going Fall Assessments to improve Patient/Resident care;
- Introduction of new Care Protocols in order to increase efficiency without compromising care;
- Increased communication with families in order to ensure a smooth transition of loved ones who are scheduled for admission to Long Term Care.

#### *Rehab*

- Addition of a mobility walker in order to assist Patients/Residents to stand and ambulate them safely without fear of falling.

#### *Food Services*

- Regular adjustments to menus and menu choices to meet Residents' needs;
- Addition of meals-on-wheels frozen menu choices to Residents of the community.

**Facility Operations** – continued ..

*Recreation Services*

Introduction of a program to track Resident attendances at Recreation events; monitoring participation levels and measurement of Residents' performance in order to improve recreational activity offerings.

*Social Work*

Participation in mandatory education to Staff by teaching techniques to aid in the de-escalation of potentially aggressive Patients/Residents.

These are only a small sample of quality improvement activities we have implemented in order to add value to care and service.

**Morley Young Manor**

Residents of this Independent Living Unit continue to enjoy their living accommodation; exposure and access to various health services is appreciated.

The waitlist for admission to this Unit now stands at 51.

**Partnerships**

Our partnerships with partners such as Alberta Health Services, University of Alberta – Departments of Medicine and Pharmacy, Prairie EMS, Heartland PCN, Northern Alberta Institute of Technology, Lakeland & Norquest Colleges and Lamont County Housing Foundation remain strong.

Our Physicians have now signed on with the Medical Student and Resident Internship Programs for another year; likewise, we will continue to accept Combined Laboratory/X-Ray Students from NAIT.

As you know, LCHF will be moving into a new 55 unit facility which will replace the current Beaverhill Pioneer Lodge in mid-fall 2017. This Project has meant additional tasks for me, but I enjoy the challenge. The new facility will add a meaningful landscape to the Lamont environment, but most importantly will add additional supportive living opportunities for Seniors in our community.

Finally, I would like to extend heartfelt thanks to all Staff, Physicians, Board Members, Senior Management and our Board Chair Kent Harrold for their hard work, loyalty and dedication to Lamont Health Care Centre. I know that sometimes the rewards of serving the public is not obvious and can be trying; however, rest assured that your passion and contribution to our team's success makes this facility a truly amazing place to work. I truly appreciate and commend each of you. Thank you!!

Executive Director's Report

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June 22, 2017

In closing, I would be remiss if I didn't recognize Jim Burger, who will be retiring with over 27 years of service as Director of Finance.

Jim, you have over this span of time guided us, brought a degree of dedication, loyalty and hard work to LHCC which is truly outstanding.

Your mindfulness to detail and financial skills made sure that that we stayed on track, ensured that our financial position remained strong; you provided counsel when I wished to stray away from budget, reminding me about our revenue position with the need to monitor expenditures; you prepared statements, graphs and charts to present the financial position in an open, transparent and understanding manner. I truly thank you for your hard work and wish you endless enjoyment and good health in your retirement. We know that your work will not be entirely finished, since you will be providing support to Janine Whiting in her new role as Director of Finance. Let me assure that we will all be there to support her in this new venture/career choice.

*Thank you; let's embrace our future with trust in the Lord!*

Respectfully submitted,



Harold James  
Executive Director

HJ/ds  
Attachments

**FACILITY UTILIZATION**  
**For the period ending March 31, 2017**

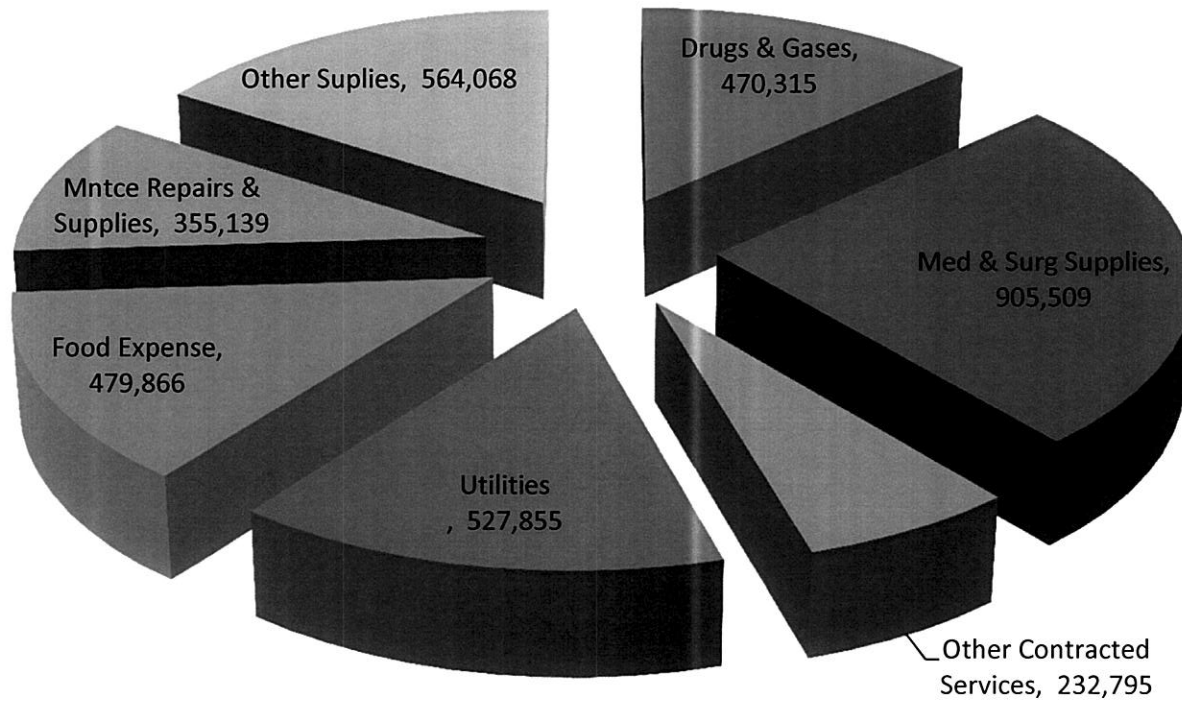
Statistical

Beds in use and in service	
Acute Care	14
LTC	105
(includes 4 Community beds for Respite & Palliative Care)	
Supportive Housing Suites	42
(Morley Young Manor)	
Total Admissions to Acute Care	344
Total Admissions to Long Term Care	68
(includes Respite & Palliative Care)	
Total Admissions to Morley Young Manor	12
Acute Care Patient Days	3,917
% Occupancy in Acute Care	77%
Average Length of Stay in Acute Care	11.12 days
Long Term Care Resident Days	33,561
(includes Respite & Palliative Care)	
% Occupancy in LTC	89.6%
Average Length of Stay in LTC	571 days
Average Length of Stay in Respite Care	12 days
% Occupancy in Morley Young Manor	98%
Total Surgical Procedures Performed	2,548
Minor Surgery performed outside of	
Operating Room Theatres	573
Emergency Visits	5,130
Scheduled Out-Patient Visits,	
Podiatry/Stress Testing and	
Pre-Operative Admission	1,782
Total Physiotherapy Visits	19,667
Total Occupational Therapy Visits	2,530
Total Recreational Therapy Visits	18,403
Total Diagnostic Radiology Visits	6,706
(includes ECGs)	

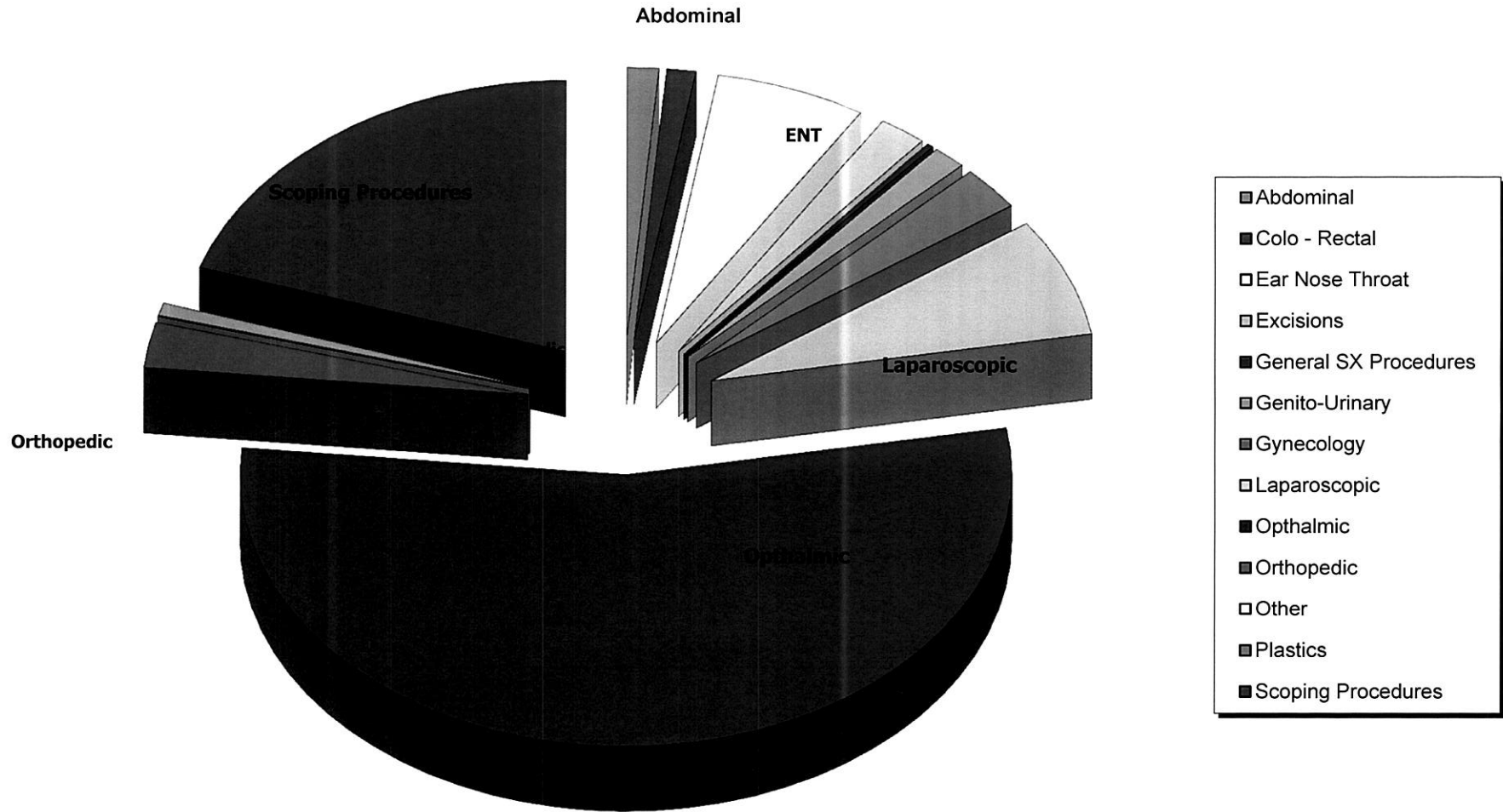
Financial Operations

Total Revenues	\$15,457,186.
Total Expenditures	\$16,159,043.

## Summary of Expenses for Fiscal Year - 2016/2017



### Surgical Procedure Classifications - Current Fiscal Year



ANNUAL REPORT  
JUNE 12, 2017

Good day to the members of the Board, the CEO of Lamont Health Care Centre and guests. This is the report from Dr. Z. Mohamed, Chief of Staff, Lamont Health Care Centre.

Presently we have five physicians working in Lamont as family doctors who serve in the Acute and Long-Term Care facility as well as in the Emergency Department. We also work in the Operating Room on an as-needed basis.

It has been a very good and successful year for us all. There have been no significant issues with regards to our practice. We continue to hold monthly Medical Advisory Committee meetings; during that time we note any conflicts or procedural changes and then come to a consensus agreement regarding them. As well, we continue doing continuing medical education and that is reported regularly. We are looking forward to delivering the same quality of care and service in the new year as we have in the last year.

With regards to the departments, the Emergency Department continues to function as previous. There have been no significant increases in the numbers, although as usual there are a large number of unessential visits. Of note we had a recent tragedy where a gentleman with chest pain for two weeks presented to our Emergency Department; despite our best efforts we were unable to successfully resuscitate him. I have done a newsletter with some advisory points to the public at large; this will be sent out with Lamont Health Care Centre bi-annual newsletter.

The Operating Room will be shutting down for six weeks which is longer than we would normally shut down due to an upgrade to the HVAC (air cooling) system. The Operating Room continues to operate as usual and admits the same number of cases as it normally does.

Acute Care has a high occupancy rate with no major issues other than the fact that it still takes six weeks for a patient to be processed for admission to Long-Term Care while occupying an acute care bed. This has been addressed with Tanya; she is working together with Home Care in order to expedite that process.

Long-Term Care continues to enjoy the success it has had previously under the capable hands of the new Long-Term Care Manager; she has been a major asset to our Health Care Family.

We continue to have the following specialists; Podiatry, Podiatric Surgery, Orthopedics, General Surgery, Ophthalmology, ENT and Gynecological Surgery. These surgeons continue to provide outpatient services and clinical services as needed. They also help us out with the emergencies in the Emergency Department.

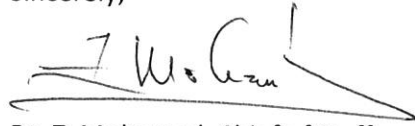
At present, we do not have an orthopedic outpatient consultation clinic. Dr. Manolescu has offered to see our patients in the Northeast Edmonton PCN. A liaison is being set up via the PCN in Fort Saskatchewan to expedite this.

What does the future hold for the medical staff of the Lamont Health Care Centre? We continue as previous with no foreseeable changes to the core physician group; however, given the fact that we do have aging physicians it might be time to do some strategic man power planning for the future.

A request has been made to update some of the equipment in the Emergency Department which I wholly endorse.

It has been a pleasure to serve as Chief of Staff at the Lamont Health Care Centre over the past year; it has also been a privilege to work with the community and facility. I appreciate everything that has been done for both myself and my colleagues.

Sincerely,

A handwritten signature in black ink, appearing to read "Z. Mohamed", with a long horizontal flourish extending to the right.

Dr. Z. Mohamed, Chief of Staff  
Lamont Health Care Centre