



County of
Renfrew
Bonnechere Manor
Long-Term Care Home

Experience Our History, Share Our Future!

Bonnechere Manor Long-Term Care Home Strategic Map 2018 – 2024

November 29, 2017



Vision:
*Leading excellence in
 service delivery*

Mission:
*With a person-centred approach, Bonnechere Manor is a
 safe and caring community to live and work*



INNOVATION IN QUALITY IMPROVEMENT

Growing programs and services in a creative manner based on the needs of the community.

SAFE & HEALTHY WORKPLACE

Positive work-life balance promotes an environment conducive to high satisfaction, quality and productivity.

COLLABORATION

Working with partners to ensure a wide spectrum of services and supports are available to residents, both current and future.

Honesty and Integrity

Professionalism

Client Services Orientation

Focus on Results

Engaged Key Stakeholders

- Residents, Families and Councils
- Staff
- Volunteers
- Elected representatives
 - Strengths and opportunities for growth
 - In what ways would you like to see the Home evolve over the next five years?

What is a Strategy Map?

- A communication tool that makes the strategy of a system understandable to all stakeholders:
 - Clients
 - Staff
 - Governors
 - Funders

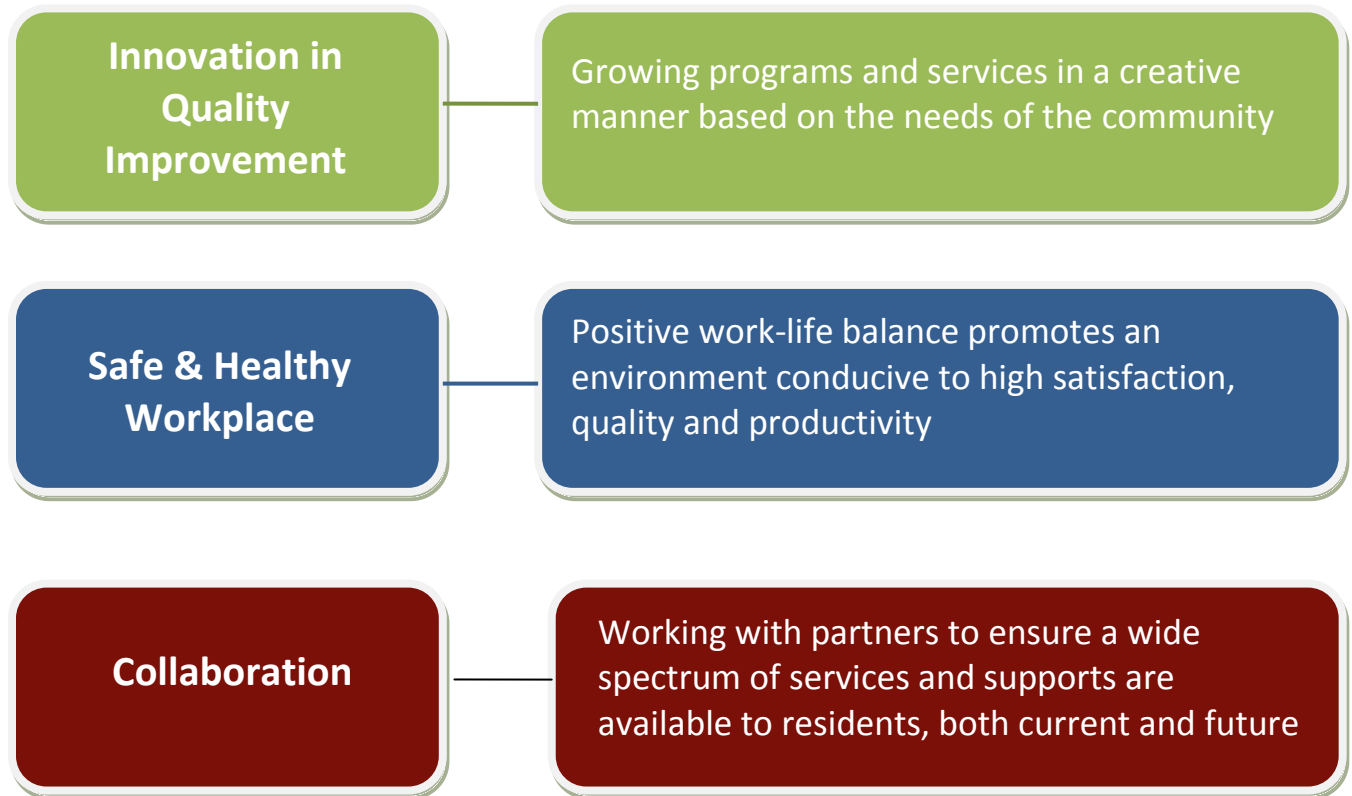
Why Use a Strategy Map?

- Allows for multiple departments, programs and services to articulate and assume a shared strategy. Creates alignment and focus
- Defines specific and measurable outcomes that meet Accreditation and the Ministry of Health and Long-Term Care's requirements for accountability and transparency
- Works well in long-term care environment with competing and unplanned priorities

Current Realities

- Long-term care is highly regulated
- Resources, both financial and human, are limited
- The expectations of residents and families are increasing
- Staff satisfaction is important to the provision of care and service

Three Strategic Pillars



1.0 Innovation in Quality Improvement

- 1.1 Accountability regarding resident care:
 - 1.1.1 Timely communication with resident and next-of-kin
 - 1.1.2 Effective communication among staff during and between shifts
- 1.2 Enhancing the dining experience:
 - 1.2.1 Optimize staffing resources to ensure serving residents in a timely manner
 - 1.2.2 Resident experience
- 1.3 Reduced Antipsychotic Use – Quality Improvement Plan
- 1.4 Capacity & Consent:
 - 1.4.1 Determining resident capacity
 - 1.4.2 Ensuring informed decision making
- 1.5 Ethics Framework
- 1.6 MAID (Medical Assistance in Dying) Policy
- 1.7 Rounding with Residents
- 1.8 Enhance the Nurse Practitioner (NP) Role
- 1.9 Resident Life Sharing
- 1.10 Accreditation:
 - 1.10.1 Preparation 2018
 - 1.10.2 Survey November 2019
- 1.11 Application to Registered Nurses of Ontario (RNAO) - Spotlight Designation

2.0 Safe & Healthy Workplace

- 2.1 Reduce Number of Shifts Not Staffed
- 2.2 Enhance Management Engagement of Staff
- 2.3 Improve Communication
- 2.4 Enhance Safety Culture
- 2.5 Improve Personal Support Worker (PSW) Scheduling
- 2.6 Enhance Support to the Bonnechere Manor Staff Association (BMSA)
- 2.7 Initiate a Bonnechere Manor Wellness Committee

3.0 Collaboration

- 3.1 Miramichi Lodge/County – Managers sharing information
- 3.2 Participate in AdvantAge Ontario
- 3.3 Recruitment of Volunteers
- 3.4 Celebrate Bonnechere Manor 60 years - 1958 to 2018
- 3.5 Advisory Roles at Algonquin College and University of Ottawa
- 3.6 Apply for Fundraising/Grants