



County of
Renfrew
Miramichi Lodge
Long-Term Care Home

Experience Our History, Share Our Future!

**Miramichi Lodge
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

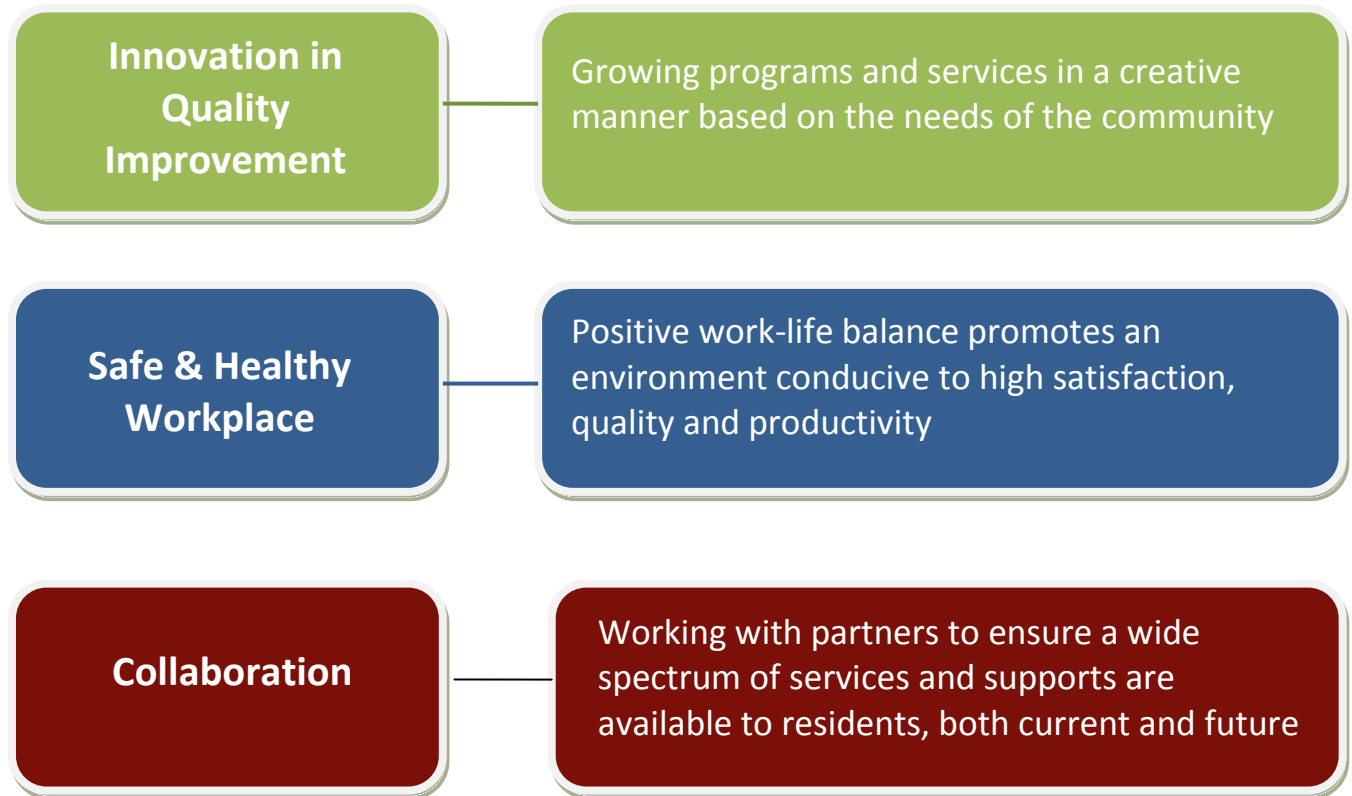
Why Use a Strategy Map?

- 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 Achieve Accreditation April 2018
- 1.2 Decrease transfers to Pembroke Regional Hospital emergency department (ED) – Quality Improvement Plan
- 1.3 Reduced antipsychotic use – Quality Improvement Plan
- 1.4 Reduce physical restraints – Quality Improvement Plan
- 1.5 Create Medical Marijuana Standard Operating Procedure (SOP)
- 1.6 Create Sexuality in Long-Term Care SOP/Education
- 1.7 Enhance communications with residents and families
- 1.8 Enhance dementia care environment
- 1.9 Consider in-house resident telephone and cable service
- 1.10 Enhance Nurse Practitioner availability to residents
- 1.11 Enhance the dining experience
 - 1.11.1 Optimize staffing resources to ensure serving residents in a timely manner
 - 1.11.2 Resident experience
- 1.12 Application to Registered Nurses of Ontario (RNAO) - Spotlight Home

2.0 Safe & Healthy Workplace

- 2.1 Reduce Number of Personal Support Worker/Registered Practical Nurse/Recreation Programmer shifts not staffed
- 2.2 Engagement of Staff
- 2.3 Improve Communication
- 2.4 Enhance Safety Culture
- 2.5 Commence Miramichi Lodge Wellness Committee

3.0 Collaboration

- 3.1 Bonnechere Manor/County – Managers sharing information
- 3.2 Participate in AdvantAge Ontario
- 3.3 Miramichi Lodge 50 years celebration preparation - 1969 to 2019
- 3.4 Advisory Roles at Algonquin College and University of Ottawa
- 3.5 Consider Assisted Living if capital & operational funding is available
- 3.6 Apply for Fundraising/Grants