

IN TOUCH



Our FAMILY Way

by Kevin Ahmon

The purpose of this column is to share work place stories about staff members that exemplify “**Our Family Way**” in the course of their daily duties.

By reading these stories, we hope that all staff will be encouraged and inspired to put these values into practice in the course of their daily work.

If anyone has a story to share please forward it to me and it will be published in this newsletter. My email is kevin.ahmon@fleetwoodplace.ca or Fax: (604) 590-6861.

Following is a letter received from a Stanford family that shows how we really live the Family Way....

Keep those stories coming!

Dear Staff of Stanford Place,

I would like you to know my deepest gratitude for the tender loving care you gave my recently passed Grandmother. From the day she moved in, she felt like a Queen!
Grandma was a sweet and simple woman who was never pampered in her life until her stay at "Stanford Place".

Although she had Colon Cancer, she was never in pain, she was made so comfortable, and kept so clean and tidy, she was just so happy.

When we came up to organize Grandma's memorial, I was fortunate enough to get the tour of your beautiful facility. I am still in awe. The staff should all be so commended for the incredible attention to detail with guest care and services. The cleanliness, no odors! The brand new building, the food, etc.

I had the pleasure of meeting some staff who showed me Grandma's old room. They were so wonderful and shared their fondness for her as well. Everyone was so authentic and friendly.

Thank you again for the excellent care you have given to my Grandma, her last months at "Stanford place" were happy and so appreciated by her and all of her family who loved her. She will be greatly missed, but her spirit will live on in all of the hearts she touched.

Sincerely,
A Stanford Family



Live Painting at Sunridge Place

An instant feeling of comfort comes over the residents as they walk and wheel past their newest painting at Sunridge Place. They remember witnessing its creation. Seated in a darkened room the residents watched the artist paint while listening to original music of recreation staff, Dennis Atkins.

The artist, renowned Lewis Lavoie “whose audiences have spanned Queen Elizabeth II to crowds at the Calgary Stampede” showed his unique style and kept his audience in a sense of

mystery. Almost at completion the painting was turned right side up and residents were overwhelmed with a collaborative “ahhh” and tears of joy. What seemed to be swirls and lines revealed an elderly couple sitting on a park bench sharing a cup of coffee. In their warm hats and coats, she holds a thermos cup of coffee while leaning into his shoulder. Bracing them both with his cane, he looks through his thick lenses at her hand resting on his leg. This peaceful moment reflects an everyday moment in an extraordinary way.

Many thanks to recreation staff Andy McCormack who brought his long time friend and artist Lewis to Sunridge Place.

By Valerie Childs



Corporate Updates

What is Ethics?

By Betty Z Ahmon

Ethics simply mean standards or rules of conduct followed by an individual or a group. These standards are based on moral values i.e. what is right? What is wrong? What is good? What is bad? What is harmful? What is beneficial?

Ethics is multidimensional. A set of ethical standards can be set by a small group such as a family to a large group such as an ethnic group, a religion, a profession, a business, a corporation and so on. The behaviour of persons from a particular culture may be governed strongly by their cultural ethics. Professionals such as nurses, doctors and lawyers to name a few, practice according to a code of ethics set by their professional associations.

Values change and evolve as beliefs in humanity, human dignity and civilization develops. What was deemed wrong and shameful a hundred years ago (i.e. sex before marriage) is accepted as normal now. What was accepted practice in the past (i.e. slavery) has not been acceptable for decades. Values in businesses and professions also change and evolve.

On a personal level, values are often modified by one’s emotional state of mind and life experiences. Individuals can differ in the way they interpret values, often leading to disagreements. Moral dilemma and distress can also occur when an individual is faced with conflicting choices. Telling a lie may go against one’s values and may have negative repercussions. But if telling a lie will get a friend out of serious trouble.....what is the right thing to do?

In a care facility, we are frequently faced with ethical questions pertaining to the care of our residents. There are situations involving residents affected by dementia who are not able to make their own decisions. There are situations where a resident’s decision may result in harm or injury. There are situations where a family’s decision for treatment to prolong life could result in prolonged suffering and pain for resident. How do we deal with these ethical issues?

The Ahmon group has established an ethics framework in which the process for ethical decision making is described in a policy document. An ethics tool kit is also available to guide those involved in the situation to reach a decision that will yield the best outcome.

Ethics training workshops are scheduled at Morgan and Fleetwood and times and dates have been posted. All staff interested in the topic are invited to attend. It is our intention to create an Ethics Resource Team in each facility. The role of this team is to assist residents, families and staff in making the best possible decision when encountering difficult ethical situations.





What is Information?

By Michael Ahmon

Core Principles of The Ahmon Group Information Strategy

The Information Strategy comprises of a set of principles that seek to define key elements of good information practice and are intended as a benchmark by which existing practices and objectives work towards improvements in usage and handling of information.

More specifically, the Information Strategy is a set of attitudes in which:

- 1) Information and the systems required to collect and process this information is **appropriate** and fit for its intended purpose and meets the needs of users;
- 2) The **quality** of information must be accurate, timely, consistent, complete, accessible in appropriate format, produced cost-effectively, coherent and easily understood, clearly identifiable, robust, reproducible, ethical and published in accordance with recognized standards.
- 3) Information must be **accessible** and available for **sharing** to those who need it, whilst allowing for necessary

safeguards, and within the constraints of the law. (Information is governed and protected by laws and conventions on freedom of information, data protection, copyright and intellectual property as set down from time to time)

- 4) All staff must understand exercise and their rights and responsibilities towards information.
- 5) Information must be **secure**, with a data custodian who will be responsible for ensuring quality of data and control access;
- 6) **Training** should be provided for staff in the skills necessary to access information to perform their daily duties, learning and research;
- 7) Information will be stored and processed on appropriate **information technology systems** and supported by trained staff or contracted suppliers;
- 8) Information must meet relevant Statutes, **mandatory** regulations and other external directives and requirements;
- 9) Information should be **knowledge - based** that supports business objectives and as well as operational strategies;
- 10) **Resources** can be monitored and used effectively to optimize supply levels to be more productive;
- 11) Identify and establish information **standards**;

12) Identification of **users** with direct responsibilities for creation or use of information;

13) Establish **Information Management Team** to implement the Information Strategy.

13.1 The Information Management Team (IM Team)

The primary objective of the Information Management Team is to implement the Information Strategy, to meet the aims of the Strategy by abiding with the principles of the Strategy and to ensure there is maximum understanding and acceptance of the philosophy of the strategy.

INFORMATION ECHNOLOGY (IT) INFRASTRUCTURE

Information Technology defines the technical processes and electronic infrastructure on **HOW** information is gathered, processed and delivered.

In addition to equipment, the IT infrastructure also defines services required to support these processes.

The following Principles will be adopted to implement and support the IT Infrastructure within the Ahmon Group:

- 1) The Information Technology Infrastructure comprises the basic delivery, storage, processing and dissemination mechanisms for information, together with their associated procedures. Although much of this infrastructure will be network-based, delivery mechanisms such as photocopying

and fax for physical documents will be included.

2) This infrastructure must be robust, reliable, flexible, scalable, secure, standards-based, cost-effective and efficient.

3) The infrastructure will support an integrated system to provide access to related information across different functional systems e.g. Finance, Health Records, and Human Resources.

4) Procedures for data analysis and reporting will be established, with efficient deployment.

5) Data will be captured and maintained as close to the point of origin as possible.

6) Data can only be accessed as determined by the Information Strategy.

7) Information will be stored securely with routine backups.

8) Increase awareness on developments and opportunities of information technology.

9) Improve communications within the organization about the effective use of information technology.



Accreditation - May 2010

Thank you to all the leaders and staff who did such a terrific job of completing the Patient Safety online survey over the summer! Sunridge lead the pack with an incredible response rate of 91%!
Fleetwood Place - 72 (81.8%)
Laurel Place - 119 (74.4%)
Morgan Place- 62 (62.6%)
Selkirk Place - 95 (54.6%)
Stanford Place - 107 (66.5%)
Our next all staff survey, the Workplace Pulse tool, will be available starting October 1st.

We are currently also completing the self-assessment questionnaires for our teams. These tools help us to assess our current performance against established standards to determine areas which require more detailed review, follow-up, and action plans to address areas which need improvement. The online tools even help us set priorities based on feedback from staff and Accreditation Canada. All of these tools are completed online, individually and anonymously.

The Leadership Teams are presently completing the self-assessment for the Effective Organization standards.

The Interdisciplinary Teams are filling out the Long Term Care Service Excellence self-assessment.

The nurses, pharmacists, and physicians are assessing our Medication Management.

Our Infection Control Teams are completing Infection Prevention and Control. And a new section, the Reprocessing and Sterilization of Medical Equipment is also being done.

These self-assessment tools will help guide us in our quality improvement activities in the Ahmon Group. Surveyors do not have access to our results. Once we complete all of these tools, our teams will assess their Quality Performance Roadmaps and will develop and prioritize action plans to meet our goals. If you have any more questions feel free to call me any time at 604-582-6336 loc 1120.

Karen Baillie, AG Accreditation Coordinator

