



Albright Centre - CEO Yearly Report (2023)

Dear Albright Centre Community Members,

I am pleased to provide the annual report for Albright Centre, covering the period from Jan 1, 2023, to December 31, 2023. This year has been marked by substantial achievements and a steadfast commitment to elevating the quality of care for our residents. We had extenuating circumstances in which we began our year, with several challenges starting from low staffing, exuberant agency usage, many compliance issues to having beds in abeyances to name a few. We were steps away from being given a mandatory management order (MMO), as we did receive monetary financial penalties. Having said that, the wonderful staff at Albright Manor has helped create a wonderful place for our residents to live and families to enjoy and for that I am very thankful. Here are some of highlights below for the year that we had.



Operational Excellence and Innovation

Call Bell Monitors Update:

Our dedication to resident care is exemplified by the implementation of advanced Call Bell Monitors, ensuring timely and effective responses to resident needs. We added a call bell monitor by nurses' station so that the staff members can see resident's call bell going off and ensure timely attendance.

Staff Stat and Improved Staffing Solutions:

We have employed an application called StaffStat® with the use of this application; our ability to fill shifts for call-ins has tremendously improved and we no longer work with staffing levels that are critically low. More importantly our staff are given an ample opportunity to plan ahead for staffing by use of this application and can have a good work life balance because of it.

Menu Stream & Show Plate:

The Menu Stream initiative has enhanced our culinary offerings as it reduces printing of menus and decreased errors which allows residents to enjoy their meals safely. Prior to this we were printed hundreds and thousands of pages of menu which we no longer do. The Show Plate application has effectively reduced food waste, as we do not prepare two sample plate per home area for lunch and supper which was huge contributor to food waste.

Cell Phones for Nurses & PSW's:



Provision of cell phones for nursing staff has streamlined internal communication, resulting in improved coordination and response times. We are going forward with the use of an application called Secure Conversations. This will allow nurses to enhance their ability to communicate about a specific resident without having to call the doctor and fellow nurses.

Jubo Health Software for Nurses:

Integration of Jubo Health software has empowered our nursing staff with advanced tools, ensuring a higher standard of care and documentation & save time to provide better care as it allows nurses to do bedside documentation on resident's vital sign right on the iPad.

Clinical Management Index (CMI) Funding Analysis and Comparisons:

Our commitment to providing the best care is reflected in our **Case Management Index (CMI)**, CMI is something that determines the level of care that we provide and the amount of fund we will receive from the ministry. Therefore it is imperative that we code accurately and capture the care properly. A vital metric indicating the acuity of care provided. Let's delve into the details:

CMI Overview:

CMI Type	Dates (1/Apr/22 – 31/Mar/23)	Dates (1/Apr/23 – 31/Mar/24)	Trend
CIHI Adjusted*	1.0531	1.0822	Upward for the year 2023
PCC Raw Data	1.0789	1.0969	Upward for the year 2023

* Canadian Institute for Health Information takes the yearly PCC raw data and re-index it by a % to allocate funding accordingly for the past few years the funding has re-index to 95% then 92% and it's likely going to be 90% for this year.

Summary:

The CIHI Adjusted CMI has shown a consistent upward trend, signifying a positive trajectory in the acuity of care provided. The PCC Raw Data indicates a gradual improvement in our clinical



management, showcasing our commitment to refining our nursing & programs envelope.

Strategic Focus on CMI Improvement:

Our team has strategically implemented measures to enhance CMI, ensuring a more accurate reflection of the complexity and intensity of care provided.

HR Recruitment:

For the year 2023, we have hired 222 new staff across all departments. 56 staff members left us for various reasons and we have a very strong retention rate of over 75%

Facility Enhancements and Compliance

Skin & Wound App:

Introduction of an innovative app-based solution for skin impairment monitoring demonstrates our commitment to cutting-edge healthcare technology.

Beds in Abeyance and Flooring Upgrades:

The opening of Unit 3NE, additional filing beds, and flooring upgrades on 2NE underscore our commitment to expanding capacity and enhancing infrastructure.

RNAO Admission Assessment

The Clinical pathways we are implementing are:

- 1) Admission Pathway
- 2) Delirium Pathway
- 3) RFCC (Resident and Family Centred Care) Pathway.

The actual assessments are listed as:

- 1) Nursing Advantage Can - Admission Assessment - V 6.0,
- 2) Nursing Advantage Canada - RNAO Delirium: Screening, Assessment and Management - V 2.0
- 3) Nursing Advantage Canada - RNAO Resident and Family - Centred Care

Compliance History:



MLTC Compliance Orders (2022): 5

MLTC Compliance Orders (2023): 2 (repeat offenses from prior year) with monetary financial penalty

All other MLTC non-compliance matters have been successfully resolved.

Collective Agreements Signed & Ratified:

CLAC Agreement Signed (2 -Year agreement signed)

ONA Agreement Signed (3 Year agreement signed- Only one in the province)

Flooring Update: Resident Home Area 2NE had odorous carpet which needed to be replaced by March/31/2023, we were successfully able to have the flooring changed in that respective home area to utilize the IPAC minor capital funding

HVAC + BAS Replacement Project: Our home had completed a successful application for 2nd largest HVAC funding upgrade approval from the federal and provincial government. Initially the government had not approved Building Automation System (Thermostat for the whole building), and Albright would have had to bare the cost of \$140,000 for the retrofitting of new HVAC equipment into the existing Honeywell system. Albright leadership team reached out to ministry and asked for scope change of the project in order to allow for further funding for BAS system to be brand-new as well, and with that approval we were able to secure 100% funding for HVAC & BAS

Resident Christmas Party: After the successful year and pandemic finally coming to sustainable place we were able to host a in-person resident and family Christmas dinner with a huge success.

WSIB & Loss-time management: Our focus began with the year to decrease our loss-time due to work place injuries that may occur due to improper techniques while providing care to our residents. However, we did learn the staff that were being injured, were not recovering from their injuries due to the inability to self-modulate their work within their limitations. However, we had re-directed staff to provide 1:1 (additional supportive care) to reduce the risk of expressive behaviour from specific resident to co-risk. Therefore, allowing quicker recovery for our staff and return to regular duties



Staff Summer Extravaganza: We partnered with our HVAC RPF winners TRANE and had an organized a staff extravaganza in summer time, which included buffet, food truck, ice cream truck, petting zoo, photo booth

Staff Christmas Party:

To wrap-up our phenomenal year, we celebrated an extravagant staff Christmas party with over 250 staff, and their families attended the party

Painting the whole building:

We very successfully able to complete the painting for our whole building without spending a lot of capital, as we used the existing paint colors everyone and was able to give the building a refreshing look.

Along with painting the interiors of the building, we were also we successful in completing parking lines painting for all parking lots including the parking lines at the Edelheim Apartments

Building Code:

We were very successful at updating all the codes (Red, Blue, Green, Black, Grey) ETC,

Front Door Replacement:

Our front door (interior one) had cause several breakdown and de-rament throughout the year, therefore we had decided to replace the front door completely.

Clinical Managers with Nursing Team:

At Albright we want to foster a mindset where our leadership teams are always willing to extend the support by physically being on the floor with nursing team. Therefore, all nursing leaders were re-allocated to be on the resident homes' areas in the treatment rooms, and staff and families do really appreciate this effort.

Temporary Winter Fence:

Last winter, we noted that staff and sometimes visitors were going down the grass and we had a incident where someone fell due to th slope. Therefore, we have placed a temporary fence around the upper parking lot to discourage everyone to use the grass and walk down the steps instead.





A little bit about Albright Foundation:

Albright Foundation had a bit of rough year, we had lost our only board member whom was the chair, however with active community engagement; we have since been able to recruit a few board members for the Albright Foundation, and have been doing a lot of work to reinvigorate the foundation once again.

Updates from Edelheim Apartments:

This year remained to be very busy; with occupancy turn-over, we continue be expressed with a lot of interest for occupancy and demand for low income senior's apartment. We did have an unfortunate incident of break-in, where the door was damaged, however nothing was stolen, ever since the incident we held a townhall meeting with residents and advised them that we are getting Wifi Camera's throughout the whole building for added security, as our tenants are senior citizen and incidents like this cannot happen again.

Conclusion:

In conclusion, Albright Centre's performance in 2023 reflects our unwavering dedication to excellence. Our commitment to innovation, staff empowerment, and continuous improvement positions us as a leader in providing top-tier care.

Thank you for your ongoing support.

Sincerely,

A handwritten signature in black ink, appearing to read "Saad Akhter". The signature is written in a cursive style with a long, sweeping underline that extends to the right.

Saad Akhter
CEO, Albright Centre

