

# Sun Parlor Home – Nursing, Personal Care and Behavioural Supports

## Service Description

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The Nursing, Personal Care and Behavioural Supports Department is responsible for the provision of person centred care that promotes the residents' quality of life and considers each resident's individuality, personal well-being, dignity and freedom of choice. Personal care is provided 24 hours a day, 7 days a week, 365 days a year.

The Nursing Department is comprised of registered nurses (RN), registered practical nurses (RPN), health care aids (HCA) and personal support workers (PSW). The Nursing Department is the largest department at the Home.

Nursing care and services at Sun Parlor Home embraces person-centred care that focuses on the whole person as a unique individual. When we see our residents through this lens, we come to know and understand who they are as a person and celebrate their life story. Person-centred care is about considering people's desires, values, social circumstances and lifestyles; seeing the person as an individual, and working together to provide care that is meaningful, respectful and compassionate.

Beginning April 1, 2018, the Sun Parlor Home is also the host home for a team of external Behavioural Support staff. This team is fully funded by the Province, and provides services to the Sun Parlor Home and other long term care homes in the region.

## Staffing Chart

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Staffing	2016	2017	2018	2019	2016 Actual (\$000)	2017 Actual (\$000)	2018 Budget (\$000)	2018 Actual (\$000)	2019 Budget (\$000)
<b>Full-Time</b>	89	89	93	93	5,035	3,586	5,687	5,566	5,952
<b>Part-Time</b>	98	98	138	139	5,124	4,405	5,021	5,989	5,269
<b>Total</b>	187	187	231	232	10,159	7,991	10,708	11,555	11,221

## Prior Year Performance

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The Nursing department ended the year over budget. Salary expenses were unprecedented but necessary for the completion of mandatory education required to meet Ministry of Health and Long Term Care expectations for education and training, health and safety training, and maintenance of staffing levels. Long term illnesses and staff turnover/retirements required extensive recruitment efforts with multiple new hires and the accompanying orientation costs. The Home also continues to experience increasing numbers of staff with medical conditions requiring extended medical leaves and lengthy periods of modified work/work hardening.

The resident population continues to be more complex than ever before as residents have many chronic health issues and co-morbidities and this increases the level of care required at the Sun Parlor Home. On average, 75% of residents required 2 staff for care which has a significant impact on staffing in the home.

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Building on the intensive RPN refresher course completed in conjunction with St. Clair College in 2017, the nursing leadership team continued to support the enhanced and expanded RPN scope of practice within the Home.

The Home continues to recruit part time employees to meet the growing demands of person-centred care. Many of the part time staff continue to be employed at more than one long-term care home, which greatly impacts their availability for replacement scheduling and call-ins.

The Nursing Leadership Team was stable in 2018. RAI-MDS within the home was a primary focus for the Nursing department with an emphasis on coordination and stabilization of the CMI funding.

Effective April 1, 2018, the Home became the host long term care home for a LHIN-funded team of Behavioural Support Ontario (BSO) care providers. The BSO team provides supports to a number of other long term care homes in the County of Essex, and the Sun Parlor Home benefits from their expertise as well.

## Proposed Budget - Current Year

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The 2019 Nursing budget represents a net increase of \$82,110 or 1.30%. Significant investment in mandatory training requirements for registered nursing staff is the primary reasons for the increase as the Home continues to wean off of reserve funding for training hours. Continued efficiency with documentation will impact the completion of the Resident Assessment Instrument (RAI) and Case Mix Index (CMI) scores which are determinants in the Provincial Nursing subsidy.

Offsetting operational increases are annualized increases to the Nursing and Personal Care (NPC) Subsidy. The NPC Subsidy is directly impacted by the Home's Case Mix Index, which fluctuates annually based on the Home's resident acuity levels relative to the entire province. For 2019, the budget has been built conservatively, assuming no increase to the CMI.

The Home recommends maintenance of the current staffing levels to adequately provide the level of care required to minimize falls, reduce skin and wound conditions and deal with expressive behaviours but will strive to achieve scheduling patterns that improve staff commitment and negate overtime costs.

To enhance the current complement of the external BSO Team, the budget allows for the addition of a part time BSO Social Worker. This additional team member is fully funded by the LHIN, however the Home will reap the benefit of having this additional skillset.