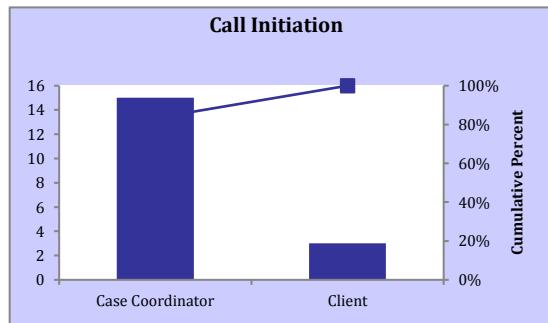
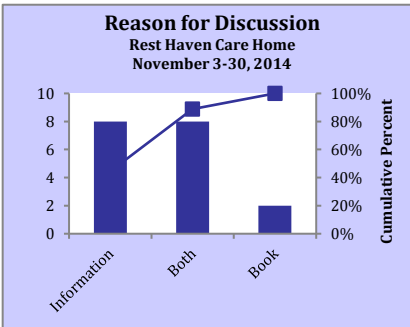


Project Details

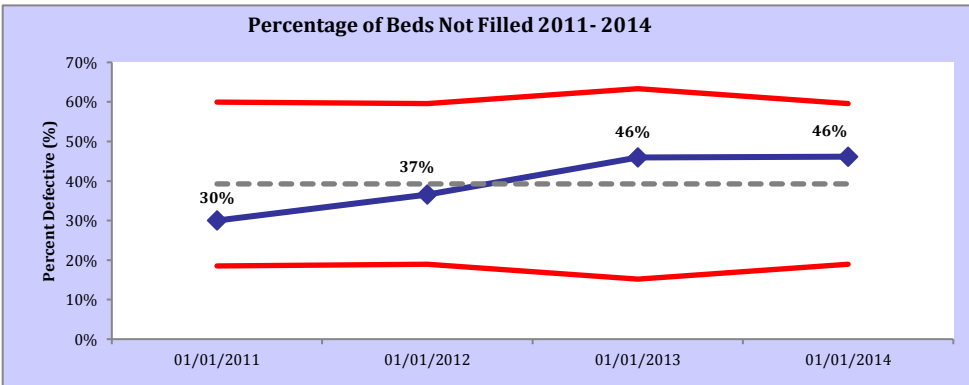
Organization	Southern Health	Facility,	Rest Haven Nursing Home
Project Name	Respite Restructurers	Project Facilitator/Belt Level	Tannis Nickel/ Green Belt
Project Sponsor	Greg Reid	Project Team	Don Fast(lead) Brigette Banman, Ginette Morgan, Lorraine Friesen, Heidi Wiebe
Project Start Date	October 28 th , 2014	Project End Date	February 6, 2014

Problem Statement - Regional respite beds are underutilized due to several factors including, cost, access, knowledge and environment resulting in inefficient use of health care resources and frustration of customers and service providers.

Current State Analysis - What's the Data Story?



- Only 25% of calls are to book respite.
- Only 17% of the calls are initiated by the client.
- 16% increase in the number of respite beds vacant from 2011 to 2014 with 46% of the beds not filled in 2013 and 2014.



Project Aim, The respite bed usage deficiencies will be decreased to 20% by February 2015.

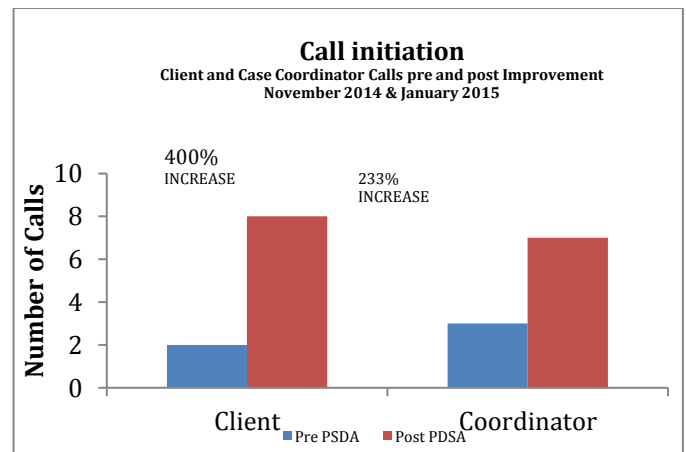
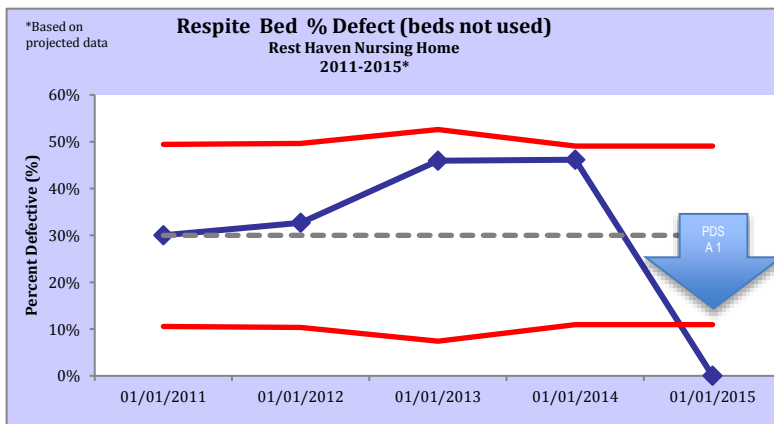
Implementation Plan

	PDSA – Brief Description	Implementation Date
1	Enhanced solicitation of empty beds by emails to case coordinators when empty beds are noted, and then follow up with any appropriate admissions from hospital case load.	December 15 th , 2014
2	Education to Case Coordinators through meeting on Jan 15th	Jan 15 th , 2015
3	Education to all housing residents that Haven Group manages through brochures.	Jan 15 th , 2015

Controls Utilized

<input type="checkbox"/> Fundamental Change	
<input type="checkbox"/> Error Proofing	
<input type="checkbox"/> Visual Control	
<input checked="" type="checkbox"/> Standard Work	Adding the form email by our social worker by the 15 th of each month if there are openings in the month following has improved awareness of bed availability.
<input checked="" type="checkbox"/> Training	By attending Case Coordinator meetings in the region there is an increased awareness of what the bed can offer to the family and to the respite resident while they are in the facility. By sending out information pamphlets to the tenants in housing that we are responsible for we increased the knowledge of the service to the staff and tenants. Not all people who may require respite are currently on the home care program and therefore are only identified through a crisis.
<input checked="" type="checkbox"/> Continue to Measure	On the 15 th of each month continue to ensure that the respite bed is at 100% capacity.
<input type="checkbox"/> Audit	
<input type="checkbox"/> Checklist	
<input type="checkbox"/> Policy & Procedure	
<input type="checkbox"/> Written Sign	

Outcomes – Qualitative and Quantitative Outcomes



- Percent of Respite Bed Usage defects decreased from 46% to 0%
- Client calls had a 400% increase post improvement