

St. Peter's Residence

St. Peter's Residence is a long-term care residence located on Redfern Avenue in Hamilton. The facility includes a variety of patients ranging anywhere from 20 to over 100 years of age. The residents in this nursing home all require long-term care services and therefore, one of their main goals is to allow the residents to have as much independence as possible. Their priority is to maintain and enhance the cognitive, physical, social, and emotional wellness of their residents and improve their quality of life on a daily basis.

Project Process

Dr. Brenda Vrkljan is the lead investigator of the McMaster- Candrive team, which is a Canadian Institutes for Health Research. She is on the board of directors at St. Peter's Residence. Our connection to Brenda led us to work closely with St. Peter's to identify the challenges they were facing. Initially, a meeting was held regarding the focus of the "IMPACT Project" which included the Director of Resident Care, Chief Executive Officer and the Administrator of St. Peter's Residence as well as Dr. Robert Fleisig. During this meeting, some of the issues that the residents/staff were struggling with were discussed and these problems appeared to be a perfect match for the requirements of the final project for ENG 1PO3.

Afterwards, a second meeting was conducted which consisted of the head of departments of St. Peter's Residence. During this meeting, the problems that each department was facing were discussed and a list of potential problem statements was generated. Janine Miller, who is the director of resident care, spoke to a few residents who agreed to meet with us to discuss some of the problems they were facing on a daily basis. The residents described the hardships they were facing, the issues they had with existing products and provided suggestions for a device that would best meet their needs. The focus of this project is not only the residents of St. Peter's, but also the staff. The solution will help both residents and staff in order to improve the quality of life and care giving.

The Care Team

St. Peter's Residence has a team of nearly 300 staff. The staff deliver care and services based on individualized care plans that emphasize best practices and resident centred care. There are Registered Nurses (RNs) and Registered Practical Nurses (RPNs) that look after the medical and nursing needs of the residents. The majority of the staff are Personal Support Workers (PSWs). PSWs work to support the residents with their personal care needs and assist with the completion of their ADLs such as eating, dressing, using the washroom.

Janine Mills is the Director of Care at St. Peter's Residence at Chedoke. She has worked at St. Peter's since 2009. Janine's passion for quality and process improvement coupled with her love of the elderly population has resulted in her finding her place as the head of the nursing department at St. Peter's Residence. Janine is a graduate from the School of Nursing at McMaster and has also completed her Masters of Health Management at McMaster University. Janine is thrilled to support connecting McMaster Students with the seniors at St. Peter's as part of the IMPACT Project.

Some of St. Peter's missions include:

- Developing and delivering quality services that are responsive
- Enhancing teamwork approaches to provide better services
- Influencing health care system transformation
- Creating efficiencies and avoiding duplication

Their vision is to build a community of quality services in an integrated health care system. They value Honesty, Respect, Teamwork, Innovation, Versatility and Excellence. Their care teams consist of many PSWs, PCWs, food services, homemakers, therapists, recreationists, RNs and RPNs. They provide a range of activities for residents from helping them in their daily tasks such as eating and showering to conducting therapeutic exercise sessions.

Some of the programs that St. Peter's offers its residents include:

- Recreation programs and activities offered on a daily basis
- Daily menu offering meals
- Wellness centre for therapy and rehabilitation
- Active volunteer program
- Spiritual Care and Interdenominational services

This facility faces new challenges every day and it is up to you to create a solution that will solve the problems that the residents and staff of St. Peter's Residence are struggling with.

Home, St. Peter's Residence at Chedoke, [online] 2015, <http://stpeterscc.ca/> (Accessed: 14 August 2015).