

FAMILY UPDATE



August 2, 2024

Unannounced Standards Review

Hello everyone,

We had an unannounced standards visit from the Province of Manitoba on June 4! Three staff from the province and one staff member from the Winnipeg Regional Health Authority visited Misericordia Place for the day.

They reviewed charts, met with staff and residents and asked for written feedback from families. We received our report on July 15.

The feedback was overall positive and they have not asked us to provide any formal feedback on any of the items they reviewed. It's very unusual not to have to fix something after a visit. Typically, we'd be given follow-up instructions and a deadline for implementation. This is the first time we haven't been given any follow-up instructions. I believe this is in large part due to the hard work and dedication of all our staff at Misericordia Place. I of course will be sending a massive thank you and congratulations to our MP team!



The standards report found that MP staff, like Ainom and Aiza, are kind and thoughtful!

Naturally there are some improvement recommendations we'll be looking into as well!

Here are the visit highlights:

- Overall our staff are kind and thoughtful
- Our building is in good repair and clean

- There is much improvement needed with our dining experience. There are concerns with the food, the choices and the variety. We can also improve the atmosphere of the dining room and facilitating conversations
- Staff can be noisy when residents are trying to sleep
- Our charts can be cleaned up and have information archived
- There could be more recreation on weekends and more variety of recreation offered

Most of items we were already aware of! Some of the items can be quick fixes and others will take time and potential resources. We have been actively working with the Winnipeg Regional Health Authority to improve the food and choices for the MHC residents. We will continue working on this. In the last two years, we have made improvements to access to recreation and we will keep working on this also.

As you know, we have embarked on research to educate staff on the importance of working with residents' strengths and likes to improve their quality of life. We plan to spread this project to the entire building. We will be providing the report to staff as well to ensure that all feedback is given to them to generate ideas for improvement.

You can find the entire report on the [MP page of our website](#).

As usual I welcome any feedback and thoughts.

Yours sincerely,



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