The person in the Center

Lee Total Care @ Flora McDonald Lodge
The Sisters of St Joseph began caring for the aged through visiting the Adelaide Hospital, the Destitute Asylum and peoples’ homes. The Sisters discovered the plight of many of the poor, especially aged women.
With a view to assisting these women, they opened St Joseph’s Providence in June, 1868. This charitable institution occupied a succession of rented premises in the City.

In 1905, the Sisters purchased a house on West Terrace and moved the Providence there. It remained at West Terrace until 1951 when it was transferred to more congenial premises in Cowandilla.
Throughout this institution’s long history, the aged have always received the Sister’s special care, although, while located in the city, younger women and children were admitted at times. The Sisters also gave material assistance to the many homeless men who came begging at their door. Today, Flora McDonald Lodge provides high quality Nursing Home and Hostel care.
This paper will demonstrate:

- how residents’ nutrition has improved
- how the general health and well-being and infection, incident and wound rates of residents have greatly improved since implementing the Lee Total Care program at Flora McDonald Lodge in South Australia.

By monitoring resident care through the Lee Total Care program, staff have more time to provide resident care which has placed residents’ at the centre of care and staff are supported to be the person in the centre managing these great outcomes.
In relation to nutrition:

- the resident’s weight list has enabled staff the ability to examine resident’s individual weights over a period of time, and the entire facility’s weights.
The results can be graphed and identify trends and residents at risk. LTC has saved us time thus allows us to act promptly on weight loss.
Before we had LTC, we had to go through each resident individual case notes (81 residents) and find details of their individual weight’s.

This was a 2 day job.

Now cut down to an hour.
Our detailed quality reports / graphs demonstrate that since using the program, resident’s nutrition has improved.

**Summary**

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Dietitian reviews have decreased from 27 to 6 per month

Nursing Home Weights

Summary
This graph demonstrates resident's weights from November 2007 to January 2008. Most resident's weights have increased since High protein/High energy diet in place. Milky bar, nesquick and milo puddings have also been introduced for residents who are on a vitamised diet. Resident's on vitamised diet's are at high risk of loosing weight, these puddings were introduced to lessen that risk.
Resident weights have increased

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Skin integrity has been better maintained / managed.

Summary
Since the implementation of High Energy/High protein diet’s, nutritional supplements and tasty snack’s for residents on a vitamised diet, wounds have decreased from 27 per month to 12. The Lee Total Care program enables us to monitor wounds via their auto wounds list, generated from the program data.
Wound amounts decreased from 27 per month to 12.

Dietitian Reviews

Summary
Since the introduction of our nutritional program, dietitian reviews have decreased from 27 to 6.
LTC generates a wound care list which saves time again, through instant access to data, saving staff going through each residents’ notes.
Unresolved Wound List available from the Lists location or the Quick Launch button for ease of staff access.
Through the use of the features of the program such as the Progress Notes tagging feature, we can monitor all entries placing the resident at the centre of our care activities.

LTC virtually does all the monitoring for you.
You can check that:
• wounds have been dressed
• residents have been weighed
• documentation has been completed correctly
• resident’s that need follow up care receive it promptly through the alerts’ functions.
Being able to view previous days of progress notes at a glance has meant a job that previously took staff a days work in it’s self, as they would have to check each individual notes...

is now a 5 minute job!
Handover’s have improved through the ‘New Progress Notes’ function, which is more effective than verbal handovers and the old Chinese whispers syndrome.
Finally the cost effectiveness of the LTC program has meant there is no need for as many staff to monitor care, we can save on dressing cost’s, skin integrity products etc.
Staff have now the time to place “the resident as the person in the centre” as this program has saved us the equivalent of ‘a full time RN resource each week’ which means in real terms, staff have the opportunity and ability to provide a person centered approach to care.