



Louis Brier Home and Hospital

Companion Advisory Committee Presentation

April 22, 2021

1. Companion Advisory Committee – Terms of Reference
2. Composition of Committee
3. Companion Program Areas for Improvement
4. Ideas and Opportunities for Development of the Program
5. Financial Highlights of the Program
6. Next steps

A person wearing a white button-down shirt is shown from the chest down, pointing their right index finger towards the right side of the frame. The background is a blurred white surface.

Agenda

Companion Advisory Committee Terms of Reference

PURPOSE:

- To provide opportunity for residents, families and staff to work together to improve and grow the companion program.
- To address companion program related concerns, recommend improvements to the program;
- To support strong talent management efforts
- To improve the resident experience at LBHH

Companion Advisory Committee Terms of Reference

GOALS AND FUNCTION

1. To recommend best practice opportunities and continuous improvement in the companion program.
2. To participate in the review of the policies (guiding principles) and procedures (series of steps to be followed as a consistent and repetitive approach) triennially, or more frequently if required, to accomplish goals and to recommend improvements to these policies and procedures.
3. To discuss companion program challenges, identify key concerns, and recommend resolutions to address those concerns.
4. To enhance the quality of service and care provided by the companion program by advising on how to enhance competencies through training.
5. To participate in the development of a strategy to promote the usefulness of companions to families and sustain this promotion program.
6. To give input into the family surveys annually, to create an opportunity for constructive feedback and suggestions from residents, families and companions in relation to the Companion Program.

Composition of Committee

This committee will consist of staff members, family members, residents, and companions.

- One Companion Coordinator
- One Manager of the Companion Program
- One resident representative who participates in the Companion Program
- Two family members who participate in the Companion Program – preferably representing residents from both the 1st and 2nd floor.
- One Companion who works with a resident at Louis Brier Home and Hospital or Weinberg Residence
- One Family Council Executive



Opportunities

Companion Program Areas for Improvement

There are several opportunities for improvement of the current Companion Program:

1. Companions are not required to have any specific qualifications or registration to work at LBHH
2. Companions do not get included in various training programs that are offered to the employees of LBHH
3. Orientation to work at LBHH typically involves a facility tour and not much else
4. Companions do not receive annual performance reviews
5. Companions do not set annual performance objectives or goals for improvement
6. Companions do not have a set mechanism for reporting issues or concerns that they experience with residents that they support

Ideas and Opportunities for Development of the Program

There are several opportunities for development of the current Companion Program:

1. Offer ongoing training and coaching to Companion Coordinator related to performance management, goal setting, and effective leadership
2. Fund companions' attendance at various LBHH staff training sessions
3. Offer scholarships to companions to obtain Health Care Aid Diploma
4. Develop an annual performance review and goal setting process for all Companions
5. Provide a forum for idea exchange by companions, via an organized committee, to allow for raising and resolving challenging issues.
6. Develop a promotion strategy to highlight the value of the Companion Program for the purpose of expanding the number of families involved in the program.



Financial Highlights

Financial Highlights of the Program

Overview of how program is administered

From the Families' Perspective

- Families may pay their companions privately at an agreed-upon rate per hour
- Families may pay companions via LBHH at \$18 per hour
- Families pay \$90 per month to belong in the program if they use companions more than 3 hours per week
- Families pay \$45 per month to belong in the program if they use companions 3 or less hours per week

From the Louis Brier's Perspective

- Companions clock in and out each day and this helps the LBHH Finance office know how much to charge each resident for the hours of service provided by a Companion
- LBHH Finance office includes a charge on the resident's bill each month for companion hours worked at \$18 per hour.
- LBHH Finance pays Companions monthly for total hours worked at \$18 per hour

Financial Highlights of the Program – Other Information

As at the end of February 2021, there were about 74 families participating in the program. At that point, the break down of fees paid are as follows:

Number of Families	Monthly Fee Paid	Monthly Fee Earned	Annualized Fee Earned
59	\$ 90	\$ 5,310	\$ 63,720
14	\$ 45	\$ 630	\$ 7,560
1	\$ 20	\$ 20	\$ 240
74		\$ 5,960	\$ 71,520

Important points:

- Prior to Covid times, there were about 90 families enrolled in the companion program with revenue for a year in the range of \$88,000.
- To cover salaries of those administering the program and its financial transactions, a total annual revenue of approx. \$73,000 is needed.
- Additionally, there are system costs and other charges of approximately \$15,000 to cover.
- The program most often breaks even, but recently is in a deficit.

Financial Highlights of the Program – Other Information Continued

- When the program is in a deficit, the Louis Brier Home and Hospital uses savings from other areas to cover the deficit. The Foundation does not fund the deficit in the program.
- The Foundation provides approximately \$18,000 per year to fund companions for certain residents who cannot finance their own companions, but have real need for a companion. These families do not pay the monthly fee to be a part of the program.
- If we want to provide development and training programs for the companions, additional funds would be required.

Financial Highlights of the Program – Other Information Continued

- How can further funding for enhancement of the program (e.g. training and development) be obtained?
- Some ideas:
 1. Increasing the monthly administrative fee for the program
 2. Increasing the hourly charge for companions and retaining the increment over \$18 to fund enhancement of the program
 3. Family Council fundraising annually
 4. Appealing to the Foundation to provide funding for program enhancement

Analysis of possibilities for raising program revenue:

Example: Increasing the monthly administrative fee for the program

	Fee per year per resident	Increase of 15%	Average Number of Families	Increase in Revenue per year
Full fee (\$90)	\$ 1,080	\$ 162	60	\$ 9,720
Partial fee (\$45)	\$ 540	\$ 81	20	\$ 1,620
				\$ 11,340

Example: Increasing hourly wage by \$0.50 and retaining increment for programs

Assumptions:

Companions on staff – 70

Families in program - 80

Each companion works, on average, 30 hrs/week

This would result in:

Estimated revenue increase per year: $70 \times 30 \times 52 \times \$0.50 = \$54,600$

Additional cost per family in the program: \$682 per year

Next Steps

1. Formalize the Companion Advisory Committee via SLT approval
2. Recruit a companion, a resident, and potentially one more family member to the CAC.
3. Prioritize the opportunities for improvement/development of the program and will develop a work plan to achieve the priority goals.
4. Review and conclude on the best course of action for improving the financial situation of the Companion Program



Questions?

Keren Gertsman
LBHH Family
Member

kgertsman@shaw.ca