



Ministry of Health
and Long-Term Care

Acute Services and
Community Health Divisions

Facility Review Report

Ministère de la Santé
et des Soins de
longue durée

Divisions des services en
matière de soins actifs
et de la santé communautaire

Rapport d'inspection d'établissement

Long-Term Care Facility/Établissement de soins de longue durée

YORK REGION NEWMARKET HEALTH CENTRE
194 Eagle Street
Newmarket ON L3Y 1J6

Governing body/Organisme responsable

Regional Municipality of York
Administrator/Directeur général/directrice générale

Mr. Shawn Turner

Approved capacity/Nombre de lits autorisés

100

Type of review/Genre d'inspection

Review date/Date de l'inspection

ANNUAL REVIEW

FEBRUARY 23, MARCH 1, 2, 3, 4, 5, 8, 2004

FACILITY REVIEW SUMMARY REPORT

Definition of Terms

The monitoring and evaluation process is based on the standards and criteria contained in the Long Term Care Facilities Program Manual. Each facility has a copy which the public may request to view.

The reviewer considers the following factors in concluding that a standard or criteria has not been met:

- Conditions have been observed that pose actual or potential serious risks to a resident's health, welfare or rights; and/or
- Conditions have been observed that are not as serious but are prevalent or recurring; and/or
- The facility has not made successful efforts to initiate corrective action; and/or
- Conditions have been identified during previous reviews, but have not been corrected within the negotiated time frame for corrective action.

STANDARD MET	STANDARD NOT MET
All criteria that were reviewed relating to the identified standard were found to meet the expectations.	One or more criteria that were reviewed relating to the identified standards, did not meet the expectations; and The identified deficiencies met the conditions for issuing a REPORT OF UNMET STANDARDS OR CRITERIA or AREA OF NON-COMPLIANCE.
RECOMMENDATION(S) DISCUSSED	REFERRAL MADE TO (appropriate discipline/specialty)
Criteria that were reviewed relating to the identified standard may or may not meet the expectations; but identified deficiencies if applicable, do not meet the conditions for issuing a REPORT OF UNMET STANDARDS OR CRITERIA. Recommendations were discussed to enhance the quality of the care, programs and services provided to the residents.	Criteria reviewed relating to the identified standard may or may not meet the expectations. Criteria that were reviewed indicate the need for other expertise to determine compliance or to provide more in-depth review and assistance. A REPORT OF UNMET STANDARD OR CRITERIA may or may not be issued.

FACILITY REVIEW SUMMARY REPORT

Long-Term Care Facility: York Region Newmarket Health Centre

Date of Review: February 23, March 1, 2, 3, 4, 5, 8, 2004

Type of Review: Annual Review

Updates on any care, programs and services being provided by the facility:

- Diana Dundas appointed Assistant Director of Care, Cognitive Care, January 10, 2004
- Director/Administrator, Shawn Turner appointed Lead during SARS outbreak March 2003
- Implemented health care records software program (PointClick Care)
- 231 Staff members received Basis Computer Training
- The following new equipment was purchased: 12 mattresses, 20 slings, 2 ceiling lifts, 4 electric beds, 8 over bed tables, 1 oximeter, 2 electronic BP cuffs, 4 computers and laundry equipment.

All or some criteria related to the following standards were reviewed. Comments in the right column reflect the status of the standards at the time of the review AND ARE BASED ONLY ON CRITERIA WHICH WERE REVIEWED. Conclusions are based on observations and reviews of a selected sample of residents.

STANDARD	COMMENTS
Resident Safeguards	
There are mechanisms in place to promote and support residents' rights, autonomy, and decision-making.	Standard Met
There is a facility-specific written admission agreement in place to delineate the accommodation, care, services, programs and goods that will be provided to the resident and, the obligations of the resident with respect to their responsibilities and payment for service.	Standard Met

Resident Care and Services	
Each resident's needs for care and services are determined with the resident/representative through an interdisciplinary assessment process.	Standard Met
Each resident's care and services are planned with the resident/representative through an interdisciplinary planning process.	Standard Met • Recommendation discussed related to each resident's plan of care should reflect his/her current strengths, abilities, preferences, needs, goals, safety/security risks, and decisions. The plan of care shall give clear directions to staff providing care (B2.4). • Implemented Therapeutic Spa Bathing Program.
Each resident receives care and services consistent with his/her plan of care and with residents' rights outlined in the Bill of Rights.	Standard Unmet • Each resident's environment is not always maintained to minimize safety and security risks. Action shall be taken to protect each resident from identified potentially hazardous substances, conditions and equipment (B3.16).
There is ongoing monitoring and evaluation of each resident's care, services and care outcomes.	Standard Met
All significant information about each resident is documented in his/her record.	Standard Met
Nursing Services	
There is an organized program of nursing services to meet residents' nursing and personal care needs, consistent with the professional standards of practice of the College of Nurses of Ontario.	Standard Met • Initiated HCA documentation • New "Least Restraint Policy" • Established weekly meetings with Nurse Clinician with Whitby Mental Health Centre to meet the needs of complex mental health residents.

Staff Education	
There is an organized orientation program that responds to the learning needs of new staff.	Standard Met • Staff attended “PIECES” and “Managing Challenging Behaviours” educational programs.
There is an organized in-service education program that responds to the assessed learning needs of staff.	Standard Met
Recreation and Leisure Services	
There are recreation and leisure services organized to provide age-appropriate recreation, leisure, and education opportunities based on and responsive to the abilities, strengths, needs, interests and former lifestyle of the residents.	Standard Met • Strong recreation program
Social Work Services	
There is an organized program of social work services, or arrangements are made to access available social work services to meet residents’ psychosocial needs.	Standard Met
Spiritual and Religious Program	
There is an organized spiritual and religious care program to respond to the spiritual and religious needs and interests of the residents.	Standard Met
Therapy Services	
There is an organized program of therapy services or arrangements made to access available therapy services to meet residents’ identified therapy needs.	Standard Met
Volunteer Services	
There is an organized program of volunteer services.	Standard Met • Strong volunteer program with many dedicated volunteers.

Dental Services	
There is a co-ordinated program of dental services, or arrangements made to access dental services to meet residents' dental care needs.	Standard Met Recommendation discussed related to the staffing requirements for the registered dietitian are a minimum of 15 minutes per resident per month (P1.33).
Foot Care Services	
There is an organized program of foot care services, or arrangements are made to access foot care services to meet residents' needs.	Standard Met
Other Approved Programs	
Other programs/services provided by the facility are organized to provide services to respond to residents' identified needs/preferences.	Standard Met
Facility Organization and Administration	
The program and resources of the facility are organized to effectively manage the facility and each of its programs and services, in keeping with Ministry Acts Regulations, Policies and Directives.	Standard Met
There is a comprehensive, co-ordinated, facility-wide, program for monitoring, evaluating and improving the quality of accommodation, care, services, programs and goods provided by the facility.	Standard Met - Evidence of a strong CQI program - Continued participation on the CAO Benchmarking LTC Expert Panel, developed presentation for Fall Forum
There are co-ordinated risk management activities designed to reduce and control actual or potential risks to the safety, security, welfare and health of individuals or to the safety and security of the facility.	Standard Unmet All staff shall participate in the facility-wide infection control program. Staff does not always practice measures to prevent or minimize the spread of infection (M3.23).

There is an organized system of records management which includes the components of collection, access, storage, retention and destruction of records.	Standard Met
Medical Services	
Medical services are organized to meet residents' medical needs, including assessment, planning and provision of residents' individualized medical care, consistent with professional standards of practice.	Standard Met Evidence of regular physician assessment and documentation.
Environmental Services	
Environmental services are organized to provide a safe, comfortable, clean, well-maintained environment for residents, staff and visitors.	Standard Met
The facility, including furnishings and equipment, is maintained.	Standard Unmet The maintenance program does not always provide for routine, preventative and remedial maintenance (O2.1).
The facility, including furnishings and equipment, is kept clean.	Standard Met
Laundry services are organized to meet the linen and personal clothing needs of residents.	Standard Met
Dietary Services	
There is an organized program of dietary services to respond to residents' nutritional care needs and to provide safe, personally acceptable, nutritious food to residents.	Standard Met - Recommendation discussed related to food should be prepared and served following standardized food services practices in a manner that enhances effective food production (P1.14). - Recommendation discussed related to the staffing requirements for the registered dietitian are a minimum of 15 minutes per resident per month (P1.33).

	• Food is enjoyed by the residents. • Evidence of choice of food, verbal and visual presentation and table by table service. • Introduced feeding program to housekeeping staff • The MOH & LTC Dietary Advisor will make a consultative visit.
Diagnostic Services	
The facility makes arrangements for diagnostic services to meet residents' needs as ordered by the residents' physicians.	Standard Met
Pharmacy Services	
There is an organized program for the provision of pharmacy services to meet the residents' identified needs.	Standard Met
There is an organized interdisciplinary pharmacy and therapeutics committee responsible for directing the facility's pharmacy program and services.	Standard Met
The prescription ordering and transmission of orders support the safe provision of drugs to residents.	Standard Met
The pharmacy service provides for the accurate, safe dispensing of prescription drugs and biologicals to meet residents' identified medication requirements.	Standard Met
A system of records for receipt and disposition of all drugs received by the facility is maintained in sufficient detail to enable accurate tracking, reconciliation and auditing, in accordance with applicable legislation.	Standard Met

All drugs and biologicals are stored under proper conditions of sanitation, temperature, light, humidity and security.	Standard Met
Disposal of drugs is in accordance with established Ministry policy.	Standard Met
There is a system for immediate reporting of each medication error and adverse drug reaction, with specific follow-up action to be taken.	Standard Met