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MAPLE HEALTH CENTRE MINISTRY OF HEALTH AND LONG-TERM CARE COMPLIANCE REVIEW

The Health and Emergency Medical Services Committee recommends the adoption of the recommendation contained in the following report, December 8, 2005, from the Commissioner of Health Services:

1. RECOMMENDATION

It is recommended that:

1. Council receive for information the following report regarding the 2005 Ministry of Health and Long-Term Care (MOHLTC) Compliance Review of the Maple Health Centre.

2. PURPOSE

This report is provided to Council, as the governing body of the Regional Long Term Care Facility Program, to facilitate their legislated responsibility for ensuring that the Maple Health Centre is in compliance with applicable legislation and standards for the provision of long term care.

3. BACKGROUND

Applicable provincial Long Term Care legislation provides for direct auditing and evaluation of Long Term Care facilities by the Ministry of MOHLTC. This compliance review and inspection of the Maple Health Centre by the MOHLTC was undertaken in accordance with those legislative requirements.

The purpose of the Compliance Review is to monitor and evaluate the organization's level of compliance in relation to the Long Term Care facility program standards and criteria that have been established by the MOHLTC, expectations and requirements defined by applicable Acts and Regulations, compliance with the terms of the Service Agreement between the Province and the facility and adherence to MOHLTC policies and directives.

In the context of this review, the MOHLTC audits nursing and medical care, dietary and nutritional programs, activation and rehabilitation services, environmental services and conditions, financial and administrative practices. On January 1, 2004, the MOHLTC instituted surprise annual inspections of long term care facilities. A MOHLTC Compliance Advisor/Officer conducts the Compliance Review.

4. ANALYSIS AND OPTIONS

The Maple Health Centre was reviewed by a Compliance Advisor from the MOHLTC on September 26–30, and October 4, 2005. An annual Compliance Review of the Centre was completed at this time.

A complete summary of the Compliance Review findings is contained in the attached report (*see Attachment 1*). Comments, suggestions and recommendations are offered within the report to assist the facility's continuous efforts to improve compliance with MOHLTC standards and the quality of care provided to clients/clients. Plans and follow-up actions have been/will be taken by staff to address the suggestions made by the MOHLTC in the report.

4.1 Compliance Findings – Standards, Criteria and Legislation

The Health Services Department is pleased to advise that the overall standards of care were found to be excellent. The Maple Health Centre was found to be in substantial compliance with the MOHLTC Standards and Guidelines for Long Term Care Facilities and to be in compliance with all Acts and Regulations. There were no findings of unmet criteria or standards.

4.2 Compliance Findings – General Observations

In accordance with the MOHLTC's accountability protocols, the Compliance Review was not prescheduled and as such was conducted at the Maple Health Centre as a 'surprise' inspection under those protocols.

In the wrap-up report, the Compliance Advisor noted that the Centre continues to provide excellent care and has an excellent reputation in the community for providing high quality care, services and programs for its clients. In addition, the Compliance Officer also reported that the review of the unmet criteria/standard identified during the 2004 Annual Review had been deferred until January (*see Attachment 2*).

The Compliance Advisor found that clients and families in general reported that they are very pleased with the care and services provided at the Centre. Comments from clients and families included: "this is a superbly run organization", "staff go out of their way to please us". The Compliance Advisor also praised the Client and Family Councils for their involvement, excellent ideas and support.

The Activation department was commended for doing a "wonderful job" and the volunteers were highly praised for their extensive level of support to the clients. Centre staff were recognized for their proactive approach to client safety with specific reference to the enhanced physiotherapy programs and a Falls Reduction Committee that implemented a number of successful initiatives to reduce client falls.

The Compliance Advisor found the Continuous Quality Improvement (CQI) programs very thorough with good follow-up. Business Services were “very well organized”. Environmental Services was recognized for “being organized hard workers that keep a clean home”. Maintenance staff were acknowledged for keeping the Centre “well cared for.” Nursing staff were identified as “dedicated, hard working and are doing a terrific job”, also noted was the good interaction between the activation and nursing departments. The Compliance Advisor found that “all departments are doing a wonderful job and are pro active.”

4.3 Compliance Standards, Recommendations and Suggestions

The Compliance Advisor found no unmet criteria or standards during the 2005 Annual Review. However, a number of recommendations and suggestions were provided by the Compliance Advisor to assist the Maple Health Centre in further improving the quality of care and services that are delivered (*see Attachment 3*).

These included a dietary/nutritional recommendation, one recommendation concerning pain management/assessment, two maintenance recommendations and one recommendation related to care plans and client specific programming. It is important to reiterate that the overall standards of care were found to be very good and there was no significant risk to client care or safety identified. Remedial measures/steps have been taken to respond to all of the recommendations and suggestions and a formal follow-up plan was submitted and accepted by the MOHLTC to ensure that the Maple Health Centre remains compliant with the criteria and standards (*see Attachment 4*). The complete compliance review report and findings and the follow-up report has also been posted on the family/client notice board.

4.4 Relationship to Vision 2026

A high level of compliance with MOHLTC standards is reflective our commitment to quality of care and services and contributes to the attainment of Vision 2026 goals of developing Quality Communities for a Diverse Population and Responding to the Needs of our Clients.

5. FINANCIAL IMPLICATIONS

Any costs associated with implementation of the MOHLTC’s suggestions will be absorbed within the 2005 Health Services budget.

6. LOCAL MUNICIPAL IMPACT

The MOHLTC Compliance Review provides confirmation that the Health Services Department continues to deliver high-quality Long Term Care services for the clients of local municipalities.

7. CONCLUSION

The Maple Health Centre continues to provide high quality care and services that are in substantial compliance with MOHLTC Standards and Guidelines for the provision of Long Term Care programs and services.

The Health Services Department would like to acknowledge the efforts of its staff and volunteers and commend them for the excellent quality of care that they provide to their clients/clients.

The Senior Management Group has reviewed this report.

(The attachments referred to in this clause were included in the agenda for the January 12, 2006 Committee meeting.)