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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, February 10, 2004, from the Commissioner of Health Services:

1. RECOMMENDATION

It is recommended that:

1. The Health and Emergency Medical Services Committee and Regional Council receive for information the following report regarding the 2003 Ministry of Health and Long-Term Care Compliance Review of the Maple Health Centre.

2. PURPOSE

This report is provided to the Health and Emergency Medical Services Committee and Regional 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

In 1993, the *Homes for the Aged and Rest Homes Act* was amended by the *Long Term Care Statute Law Amendment Act*, to provide for direct auditing and evaluation of Long Term Care facilities by the Ministry of Health and Long-Term Care (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. A MOHLTC Compliance Advisor/Officer conducts the Compliance Review.

The Health and Emergency Medical Services Committee and Regional Council have the legislative responsibility for ensuring that the Maple Health Centre has developed and

implemented a quality management system for monitoring, evaluating and improving the quality of care and services provided to the residents. This report is provided to assist the Health and Emergency Medical Services Committee and Regional Council in fulfilling their governance responsibilities in that regard.

4. ANALYSIS AND OPTIONS

The Maple Health Centre was reviewed by a Compliance Advisor/Officer from the MOHLTC on October 20, 21, 22, 23, 24 and 30, 2003.

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 residents/clients. Plans and follow-up actions have been/will be taken by staff to address the suggestions made by the MOHLTC in the report (*see Attachment 2*).

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 two findings of unmet standards. It is important to note that a written statement of an unmet standard or criteria is not considered a sanction and should not be construed as a written notice of non-compliance with an Act or regulations.

4.2 Compliance Findings – General Observations

This year both a Compliance Advisor and an Environmental Advisor completed the Compliance Review. The MOHLTC Compliance Advisor noted that the Maple Health Centre continues to be very resident focused. The Compliance Advisor found that the residents were well cared for, clean and well groomed. The Resident's Council indicated that they were very happy with the care, proud of their fund-raising, and that the food was good and the activities meet their needs.

The Compliance Advisor found that staff in general were very dedicated and hard working. Staff respected the resident's individual timetables when providing care. The staff appeared happy, worked well as a team and spoke respectfully to the residents. Activation provides a tremendous number of programs, including a large number of evening and weekend programs. The Compliance Advisor had never seen a facility that provided the number of evening and weekend programs provided at the Maple Health Centre. The Centre was also complimented on the number of volunteers and the Volunteer Co-ordinator was noted to be very enthusiastic and effective.

There was good menu rotation and the residents' likes and dislikes were catered to. Food was observed to be appetizing, fresh and colourful. The Compliance Advisor was

impressed with the cleanliness and the repair and maintenance of the Centre and complimented maintenance for their preventive maintenance programs.

4.3 Compliance Standards, Recommendations and Suggestions

As mentioned in section 4.1, a statement of unmet standards relates to criteria within a standard that have not been fully met. Recommendations/suggestions relate to criteria within the standards in which there are opportunities to further enhance compliance with Ministry standards.

The Compliance Advisor found that there were some criteria related to two standards that were not fully met. One related to Environmental Standards and infection control criteria under those standards for separating clean and soiled personal clothing, covering of clean laundry carts when being transported and criteria related to the provision of hot water to the hand washing sink in the nourishment areas. The second area related to Nutritional Standards and protocols for identifying resident weight loss and developing strategies to address risks.

In addition, the Compliance Advisor also made a number of recommendations and suggestions for further enhancing compliance with standards. These included:

- Continued training and in-service for some staff as it relates to documentation and utilization of the Maple Health Centre's new computerized health care record system
- Reviewing the processes for monitoring hot water temperatures
- Installing a hand washing basin in the laundry rooms
- Increasing the number of fire drills to 3 per month (1 on each shift)
- Reviewing the frequency of replacing ceiling tiles in the smoking lounge

It is important to note that the overall standards of care were found to be very good and there was no significant risk to resident care or safety identified. Immediate steps were taken to rectify unmet standards or recommendations and remedial measures were developed and implemented to ensure that the Maple Health Centre remains compliant with the standards. A formal compliance plan and follow-up report was submitted to and accepted by the MOHLTC (*see Attachment 2*).

5. FINANCIAL IMPLICATIONS

Any costs associated with implementation of the MOHLTC's suggestions will be absorbed within the 2003 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 residents of all 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 residents/clients.

The Senior Management Group has reviewed this report.

(A copy of the attachments referred to in the foregoing is included with this report and is also on file in the Office of the Regional Clerk)