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### **MAPLE HEALTH CENTRE 2007 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, April 1, 2008, from the Commissioner of Community and Health Services:**

#### **1. RECOMMENDATION**

It is recommended that:

1. This report be received for information.

#### **2. PURPOSE**

This report is provided to 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**

Applicable provincial Long Term Care legislation provides for direct auditing and evaluation of Long Term Care facilities by the Ministry of Health and Long-Term Care. This Compliance Review and inspection of the Maple Health Centre by the Ministry of Health and Long-Term Care 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 Ministry of Health and Long-Term Care, 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 Ministry of Health and Long-Term Care policies and directives.

In the context of this review, the Ministry of Health and Long-Term Care 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 Ministry of Health and Long-Term Care instituted surprise annual inspections

of long-term care facilities. A Ministry of Health and Long-Term Care Compliance Advisor/Officer conducts the Compliance Review.

#### **4. ANALYSIS AND OPTIONS**

The Maple Health Centre was visited and inspected by a Compliance Advisor from the Ministry of Health and Long-Term Care on October 29, 30, 31, November 1 and 2, 2007. An annual Compliance Review of the Centre was completed at this time.

A complete summary of the Compliance Review findings is contained in *Attachment 1*. Comments, suggestions and recommendations are offered within the report to assist the facility's continuous efforts to improve compliance with Ministry of Health and Long-Term Care 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 Ministry of Health and Long-Term Care in the report.

##### **Ministry Compliance Advisor finds that the Centre is in substantial compliance with Provincial Long Term Care standards, criteria and legislation**

The overall standards of care were found to be excellent. The Maple Health Centre was found to be in substantial compliance with the Ministry of Health and Long-Term Care 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.

##### **Positive observations noted and feedback received from clients, families, staff and volunteers**

In accordance with the Ministry of Health and Long-Term Care'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.

During the review and at the wrap-up report the Compliance Advisor noted that the Centre continues to have an excellent reputation. The Compliance Advisor found that residents and families in general reported that they are very pleased with the care and services provided at the Centre. They advised her that they were very happy with care, housekeeping and dietary services and were very complimentary of the staff and the Centre. Staff and Volunteers also reported very positive experiences at the Centre. She also praised the Medical Director for completing and documenting compliance to contract reviews with all of the attending physicians on an annual basis.

The Compliance Advisor also indicated that the unmet criteria related to standards C1.17 and B.4 Documentation and B3.16 Environment, found during the 2006 Annual Review had been rectified and the Centre was now in full compliance with those standards.

### **Opportunities to further enhance level of compliance identified and implemented**

A number of recommendations and suggestions were also provided by the Compliance Advisor to assist us in further improving the quality of care and services that are delivered. These included a suggestion that we provide further education to private care givers and volunteers concerning table rotation, one concerning posting of care instructions and one regarding physician documentation. It is important to note that the overall standards of care were found to be very good.

### **Relationship to Vision 2026**

A high level of compliance with Ministry of Health and Long-Term Care standards is reflective of 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 Residents.

## **5. FINANCIAL IMPLICATIONS**

Any costs associated with implementation of the Ministry of Health and Long-Term Care's recommendations and suggestions were absorbed within the 2007 Health Services budget.

## **6. LOCAL MUNICIPAL IMPACT**

The Ministry of Health and Long-Term Care Compliance Review provides confirmation that the Community and Health Services Department continues to deliver high-quality long term care services for the residents of local municipalities.

## **7. CONCLUSION**

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

For more information on this report, please contact Shawn Turner, General Manager of the Long Term Care and Seniors Branch at 905-895-3628 Ext. 231.

The Senior Management Group has reviewed this report.

*(The attachments referred to in this clause were included in the agenda for the April 10, 2008 Committee meeting.)*