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NEWMARKET 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, August 16, 2007, from the Commissioner of Community Services, Housing 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 (LTC) Facility Program, to facilitate their legislated responsibility for ensuring that the Newmarket Health Centre is in compliance with applicable legislation and standards for the provision of long term care.

3. BACKGROUND

Applicable provincial LTC legislation provides for direct auditing and evaluation of LTC facilities by the Ministry of Health and Long-Term Care (MOHLTC). This compliance review and inspection of the Newmarket 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 LTC 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 LTC facilities. A MOHLTC Compliance Advisor/Officer conducts the Compliance Review.

4. ANALYSIS AND OPTIONS

The Newmarket Health Centre was visited and inspected by a Compliance Advisor from the MOHLTC on April 30, May 1, 2, 4, 7 and 9, 2007. 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 Attachments 1 and 2*). 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.

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 Newmarket Health Centre was found to be in substantial compliance with the MOHLTC Standards and Guidelines for LTC 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 Newmarket Health Centre as a 'surprise' inspection under those protocols.

In the wrap-up report the Compliance Advisor noted that the Centre continues to have an excellent reputation in York Region and beyond. The Centre has become well known in the community for providing high quality care, services and programs for its clients. She also congratulated staff on the ongoing success and excellent outcomes of the Convalescent Care Program. She indicated that she found the staff to be very dedicated and hardworking, they talk respectfully to the residents and they have developed positive relationships with their clients.

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. They commented that the Centre management has an open door policy which both families and residents greatly appreciated.

The Activation staff were commended for expanding and tailoring resident programming to better meet resident needs. The volunteers were commended for their extensive level of support to the residents and fund raising through the Bazaar, Gift Shoppe and Silent Auctions. The Compliance Advisor found the Continuous Quality Improvement programs very thorough with good follow-up. She noted with approval increases in front

line staff involvement in Continuous Quality Improvement activities and commended the Branch for being a leader in Continuous Quality Improvement in York Region.

Business Services were observed to be well organized, all required documentation was found to be complete and thorough. Environmental Services was commended for high standards of cleanliness and good safety practices. Maintenance staff were found to have excellent knowledge and experience, very client focused and the Centre was found to be very clean and well maintained.

The Compliance Advisor found that the residents enjoy the food and found it very appetizing and nicely presented. The dietary aides keep their serveries clean and know the residents' likes and dislikes. The team leaders were commended for doing an excellent job and found that the 'kitchen sparkles'. The new Dietary photo Intake Binders and Dietary Audits were also found to be very good. She also found the Social Work services to be extensive and very supportive of resident and family needs.

4.3 Compliance Standards, Recommendations and Suggestions

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 laundry/infection control recommendation, one concerning environmental, one regarding documentation practices and one related to food temperatures. 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.

To further enhance our level of compliance with Ministry standards we have taken remedial measures/steps to respond to all of the recommendations and suggestions made by the Compliance Advisor. A formal follow-up plan was also submitted to the MOHLTC (*see Attachment 2*).

The Compliance Advisor also indicated that the one unmet criteria related to standard B2 Plans of Care, found during the 2006 Annual Review had been rectified and the Centre was now in full compliance with that standard.

4.4 Relationship to Vision 2026

A high level of compliance with MOHLTC 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 MOHLTC's recommendations and suggestions will be absorbed within the 2007 Health Services budget.

6. LOCAL MUNICIPAL IMPACT

The MOHLTC Compliance Review provides confirmation that the Health Services Department continues to deliver high-quality LTC services for the residents of local municipalities.

7. CONCLUSION

The Newmarket Health Centre continues to provide high quality care and services that are in substantial compliance with MOHLTC Standards and Guidelines for the provision of LTC 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.

For more information on this report, please contact Shawn Turner, General Manager, Long Term Care and Seniors Branch of the Health Services Department.

The Senior Management Group has reviewed this report.

(The attachments referred to in this clause was included in the agenda for the September 6, 2007 Committee meeting.)