

## **2**

### **NEWMARKET HEALTH CENTRE 2006 MINISTRY OF HEALTH AND LONG-TERM CARE COMPLIANCE REVIEW (PROGRAM STANDARDS)**

**The Health and Emergency Medical Services Committee recommends the adoption of the recommendation contained in the following report, May 25, 2006, 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 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 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 MOHLTC 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 Newmarket Health Centre was visited and inspected by a Compliance Advisor from the MOHLTC on March 3, 6, 7, 8, 9, and 10, 2006. 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 Long Term Care Facilities and to be in compliance with all Acts and Regulations. There was however, one finding 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. The Compliance Advisor also congratulated staff on the successful implementation of the new Convalescent Care Program. The Compliance Advisor indicated that staff were found 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 the Compliance Advisor that they were very happy with the services and were very complimentary of the staff and the Centre. They commented that the staff is 'very skilled and hard working'.

The Activation staff were commended for expanding the restorative feeding program. The volunteers were commended for their extensive level of support to the residents and funding of the music therapy program. The Compliance Advisor found the CQI programs very thorough with good follow-up. Business Services showed excellent and thorough accounting practices. Environmental Services was commended for high

standards of cleanliness. Maintenance staff were found to have excellent knowledge and experience.

The Compliance Advisor found that the residents enjoy the food and found it very appetizing and nicely presented. The dietary aides keep their servers clean and know the residents' likes and dislikes. The team leaders were commended for doing an excellent job. Dietary documentation and nutritional plans were also found to be very good. The Compliance Advisor also found the Social Work services to be extensive and very supportive of resident and family needs.

#### **4.3 Compliance Standards, Recommendations and Suggestions**

The Compliance Advisor found one unmet criteria related to standard B2 Plans of Care, during the 2006 Annual Review. It was specifically noted that the nursing care plans related to behaviours and the cognitively impaired are too generic and not tailored adequately to meet individual client needs.

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 housekeeping recommendation, one concerning job descriptions for spiritual care, two recommendations related to assessments and one related to health records documentation. 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.

Remedial measures/steps have been taken to respond to the unmet standard and all of the recommendations and suggestions. A formal follow-up plan was submitted and accepted by the MOHLTC to ensure that the Newmarket Health Centre remains compliant with the criteria and standards (*see Attachment 2*).

#### **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 Residents.

### **5. FINANCIAL IMPLICATIONS**

Any costs associated with implementation of the MOHLTC's recommendations and suggestions will be absorbed within the 2006 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 Long Term Care programs and services.

The Health Services Department acknowledges 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.

*(The attachments referred to in this clause are attached to this report.)*