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NEWMARKET 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, May 19, 2004, from the Commissioner of Health Services:

1. RECOMMENDATION

It is recommended that:

1. Health and Emergency Medical Services Committee and Regional Council receive for information the following report regarding the 2004 Ministry of Health and Long-Term Care Compliance Review of the Newmarket 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 Newmarket 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 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 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 of this year, 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 reviewed by a Compliance Advisor/Officer from the MOHLTC on February 23, March 1, 2, 3, 4, 5 and 8, 2004.

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.

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 were three 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

In accordance with the MOHLTC's new accountability protocols, this year the Compliance Review was not prescheduled and is the first review conducted as a 'surprise' inspection under those protocols. On February 23, 2004, the MOHLTC Compliance Advisor arrived unannounced with no pre-warning and noted that the Newmarket Health Centre continues to be very resident focused. The Compliance Advisor found that the residents were well cared for, clean and well groomed.

In the wrap-up report the Compliance Advisor noted that the Centre continues to have an excellent reputation in York Region and has become well known in the community for providing high quality care, services and programs for its clients.

The Compliance Advisor complimented staff for their knowledge of the residents and their needs. The Residents' Council was found to be comfortable raising issues and having them addressed satisfactorily. The volunteer's "pay for work" program for the residents was commended. This program was developed, funded and implemented by Newmarket Health Centre volunteers and involves hiring functioning residents to staff the Centre's Corner Store.

Activation was commended for their ability to modify programs to meet the needs of all clients. The restorative program was specifically noted as being exemplary. Business Services showed excellent accounting practices.

The Compliance Advisor found the CQI programs to be very thorough with good follow-up and staff were complimented for their leadership in the Ontario Municipal Benchmarking Initiative (OMBI). Housekeeping was commended for the cleanliness of

the Centre. Dietary was commended for their level of participation in the Food Service Worker Program. The residents were found to enjoy the food and the staff knew and catered to the residents' likes and dislikes. Staff Development programs were found to be well developed and effective.

The Health Care Aide's were also commended for their excellent documentation. The Compliance Advisor indicated that their flow sheets show the most complete documentation seen in any of the facilities visited by the Compliance Advisor.

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 MOHLTC standards.

The Compliance Advisor found that there were some criteria related to three standards that were not fully met. These related to standards or criteria in the areas of infection control, preventative maintenance and resident safeguards.

In this regard, the Compliance Advisor noted that a number of residents had excess furniture and belongings in their rooms, which could cause a tripping hazard as well as making the areas difficult to clean. Some rooms required painting (these were scheduled for repainting in March) and supplies of gowns and gloves were not available in one of the laundry rooms. Immediate measures were taken to rectify the areas identified.

In addition, three recommendations/suggestions were provided by the Compliance Advisor to assist the Newmarket Health Centre in further improving the quality of care and services that are delivered. These included a recommendation that food product sheets be available for dietary staff, that the dietitian's hours be noted on the staff timesheet and that staff continue to take steps to ensure that residents' plan of care are fully individualized.

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 Newmarket 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 2004 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 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 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 are included with this report and are also on file in the Regional Clerk's Office.)