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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, July 12, 2005, from the Commissioner of Health Services:

1. RECOMMENDATION

It is recommended that:

1. Regional Council receive for information the following report regarding the 2005 Ministry of Health and Long-Term Care Compliance Review of the Newmarket Health Centre.

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 Newmarket 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 (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, 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 reviewed by a Compliance Advisor from the MOHLTC on February 25, March 29, 30, 31, April 1, and 4, 2005. An annual Compliance Review of the Centre and a Post Occupancy Review of the new 32 bed unit were 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 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 has become well known in the community for providing high quality care, services and programs for its clients. She also congratulated staff on the opening of the new 32 bed unit observing that when new beds are opened there is often a lapse in standards due the facility's focus on the new beds. At the Newmarket Health Centre she did not see a lapse in standards rather she found that there was evidence of continuing and ongoing improvement in the standards and quality of care and services. In addition she also reported that she found that the unmet criteria/standard B3.16 identified during the 2004 Annual Review had been corrected (*see Attachment 3*).

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. Activation was commended for program variety, adapting to meet resident needs and their physiotherapy progress notes. The volunteers were commended for their extensive level of support to the residents.

The Compliance Advisor found the CQI programs very thorough with good follow-up. Business Services showed excellent accounting practices. Environmental Services was

commended for high standards of cleanliness, hard work and dedication. Maintenance staff were found to have excellent knowledge of the residents and their needs. They were also commended for their innovative ability to adapt environmental conditions and assistive devices to facilitate resident independence.

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 very good.

The Compliance Advisor commended the nursing department and pharmacy services for their implementation of eMARS, electronic medication and treatment administration system, which she observed was a more efficient and accurate process. The Health Care Aide's were also commended for improvements in their documentation.

4.3 Compliance Standards, Recommendations and Suggestions

The Compliance Advisor found no unmet criteria or standards during the 2005 Annual Review or the Post Occupancy review. However, a number of recommendations and suggestions were provided by the Compliance Advisor to assist us in further improving the quality of care and services that are delivered.

These included a Dietary recommendation, one concerning infection control, one maintenance recommendation and two recommendations related to care plan and 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 all of the recommendations and suggestions and 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 4*).

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 suggestions will be absorbed within the 2005 Health Services 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 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.

(The attachment referred to in this clause was included in the agenda for the October 6, 2005 Committee meeting.)