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MAPLE HEALTH CENTRE 2008 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, September 18, 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

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). A Compliance Review and inspection of the Maple Health Centre by the MOHLTC was undertaken in May 2008 in accordance with those legislative requirements.

The purpose of the Compliance Review is to monitor and evaluate the organization's compliance in relation to the Long Term Care Facility Program expectations and requirements defined by applicable acts and regulations and compliance with the terms of the service agreement between the Province and the Region, established by the MOHLTC.

The MOHLTC audits nursing and medical care, dietary and nutritional programs, activation and rehabilitation services, environmental services and conditions, and financial and administrative practices.

4. ANALYSIS AND OPTIONS

The Maple Health Centre was visited and inspected by a Compliance Advisor from the MOHLTC on May 9, 13, 14, and 15, 2008 for the completion of the annual compliance review of the Centre. The Compliance Review was not prescheduled at the Maple Health Centre.

A complete summary of the Compliance Review findings is contained in *Attachment 1*. Comments, suggestions and recommendations are offered within the summary 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.

Ministry Compliance Advisor finds that the Centre is in full 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 full 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.

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

During the review and at the wrap-up meeting the Compliance Advisor noted that the Centre continues to have an excellent reputation in the community and with the Ministry. The Centre was complimented for its very low infection rates, its extensive infection control program and its very effective skin and wound management program. The Centre was also complimented on its proactive response and immediate resolution of issues identified by the Compliance Advisor. Of note, the Compliance Advisor made special mention of the fact that staff displayed a real interest in Continuous Quality Improvement initiatives and are to be commended for their hard work and diligence.

Opportunities to further enhance level of compliance identified and implemented

A few recommendations and suggestions were also provided by the Compliance Advisor to assist us in further improving the quality of care and services and are appended to this report. To summarize, the recommendations included:

- The process of testing the call bell system is reviewed.
- The effect of analgesic medications is documented at all times.
- The call bell cords in resident bathrooms are lengthened.
- A process be put in place to audit the concentration of cleaning solutions used in the facility.

- Ensuring that appropriate documentation of action taken when food temperatures are not in the specified range occurs.

Many of these identified areas of improvement were resolved during the Compliance Advisor's visit and an action plan has been developed and implemented to address the balance.

5. FINANCIAL IMPLICATIONS

Any costs associated with implementation of the Ministry's recommendations and suggestions were absorbed within the 2008 Long Term Care Budget.

6. LOCAL MUNICIPAL IMPACT

The MOHLTC Compliance Review provides confirmation that the Maple Health Centre 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 full compliance with MOHLTC standards and guidelines for the provision of long term care programs and services.

For more information on this report, please contact Sylvia Patterson, General Manager, Housing and Long Term Care at Ext. 2091.

The Senior Management Group has reviewed this report.

(The attachment referred to in this clause was included in the agenda for the October 2, 2008 Committee meeting.)