



THE REGIONAL MUNICIPALITY OF NIAGARA
PUBLIC HEALTH & SOCIAL SERVICES COMMITTEE
AGENDA

PHSSC 11-2024

Tuesday, December 3, 2024

1:00 p.m.

Council Chamber - In Person and Electronic Meeting

Niagara Region Headquarters, Campbell West

1815 Sir Isaac Brock Way, Thorold, ON

To view live stream meeting proceedings visit: niagararegion.ca/government/council

	Pages
1. <u>CALL TO ORDER</u>	
2. <u>LAND ACKNOWLEDGEMENT STATEMENT</u>	
3. <u>DISCLOSURES OF PECUNIARY INTEREST</u>	
4. <u>PRESENTATIONS</u>	
4.1 <u>Niagara Ontario Health Team Strategic Plan</u> Sabrina Piluso, Executive Director, Niagara Ontario Health Team-Équipe Santé Ontario Niagara (NOHT-ÉSON)	3 - 13
4.2 <u>Sexual Health Program</u> Sara Argiropoulos, Manager, Sexual Health, and Kelly Petch, Nurse Supervisor	14 - 24
4.3 <u>Overview of Seniors Community Programs</u> Tracy Munro, Community Worker, Outreach Services	25 - 39
5. <u>DELEGATIONS</u>	
6. <u>ITEMS FOR CONSIDERATION</u> There are no items for consideration.	

7. CONSENT ITEMS FOR INFORMATION

7.1 COM 34-2024

40 - 44

Seniors Services Quality Improvement Report July to September 2024

8. OTHER BUSINESS

9. NEXT MEETING

The next meeting will be held on Tuesday, January 7, 2025 at 1:00 p.m. in the Council Chamber, Regional Headquarters.

10. ADJOURNMENT

If you require any accommodations for a disability in order to attend or participate in meetings or events, please contact the Accessibility Advisor at 905-980-6000 ext. 3252 (office), 289-929-8376 (cellphone) or accessibility@niagararegion.ca (email).



Niagara Ontario Health Team: Exceptional, Connected Care

The Niagara Ontario Health Team - Équipe Santé Ontario Niagara (NOHT-ÉSON) is a collaborative network dedicated to providing exceptional, connected care for Niagara residents.



Who We Are



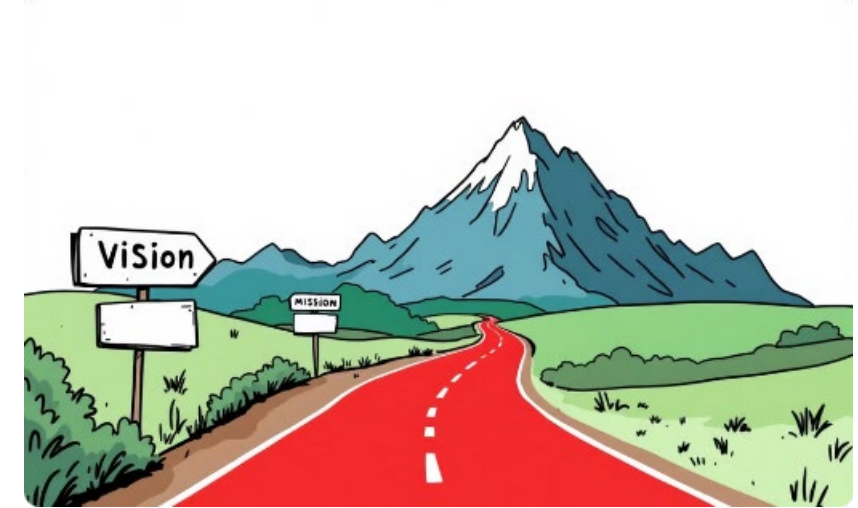
What is an OHT?

Ontario Health Teams (OHTs) organize and deliver services in local communities. The teams bring together health care providers from across health and community sectors to work as one collaborative team to better coordinate care, and share resources.



Niagara OHT - ÉSON

We are a collective of more than 45 health care providers, social service agencies, educational institutions, and patient/client and family/caregiver representatives, committed to working as one coordinated team.



Vision and Mission

Healthy together. **Exceptional, connected care**, now and for future generations.

To work as **one coordinated team** to provide service, support, and care, no matter when or where you need it.



Structure and Governance

1

Planning Table

The overarching governing body that sets the strategic direction of the OHT.

2

Working Groups

Approximately 17 various working groups, project teams, and task forces (e.g. dementia care, cancer screening, palliative care, alternate level of care, mental health and addictions).

3

Consensus Decision-Making

All voices have equal weight. No voting.

Backbone Support

- \$750,000 annually
- Staff (9 individuals, mix of FT and PT)
- Website, translation, clinicians and patient/family compensation, mileage, etc.
- Not for clinical purposes



Strategic Planning: Collaborative and Inclusive

Community Engagement

We engaged interested and affected parties, including community groups and those with lived experiences.

Pillars

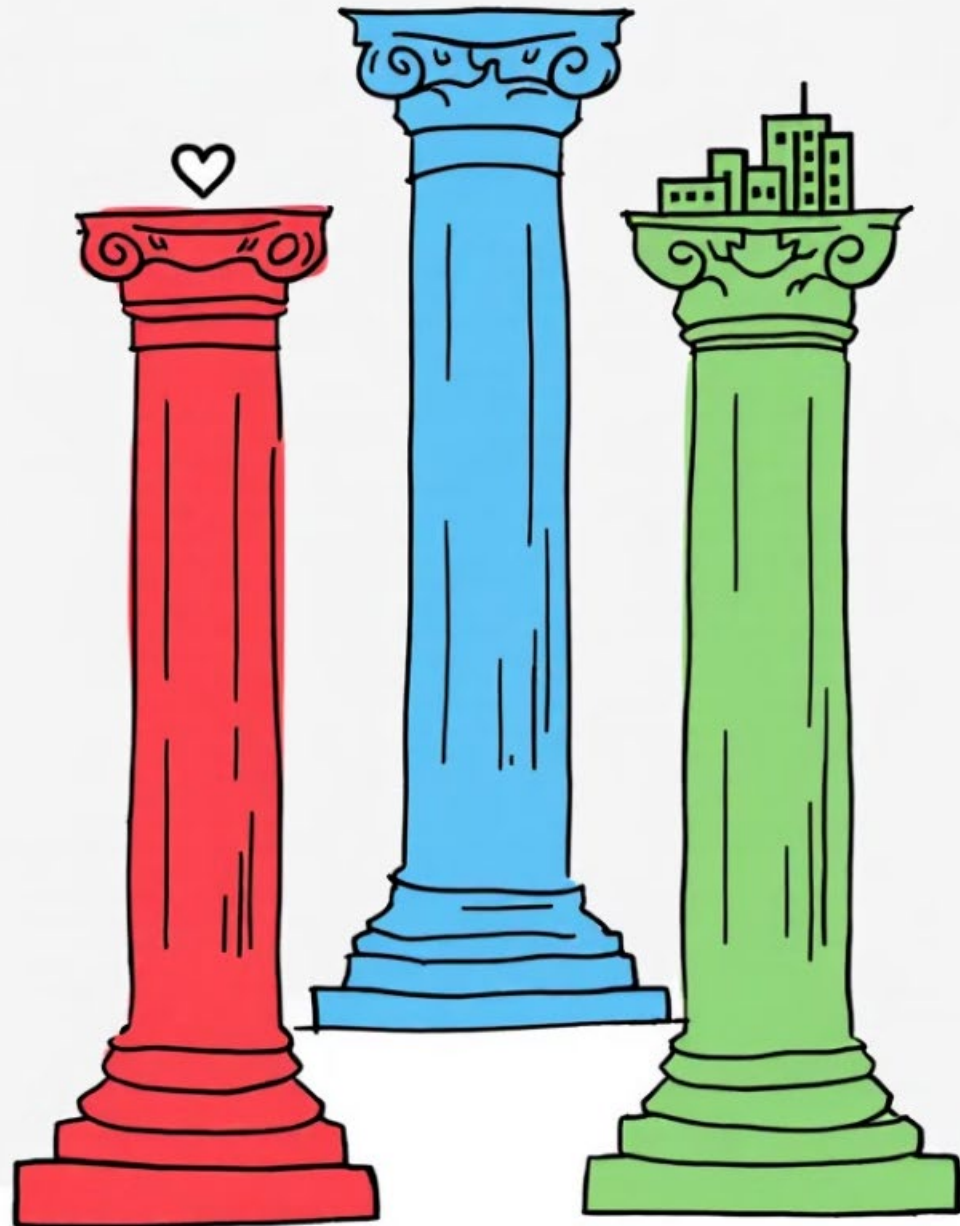
The result is this strategic plan built around six pillars, each with clear goals and measurable objectives.

SWOTA

We analyzed our strengths, weaknesses, opportunities, and aspirations.



Strategic Pillars



1 **Indigenous Health**
Prioritize Indigenous voices, values, and community perspectives.

3 **Safety and Inclusivity**
Embrace and respect everyone through safe and inclusive services. This is absolute.

5 **Workforce**
Build and support a strong, healthy, and diverse workforce.

2 **System Integration**
Build and sustain an integrated system for seamless care.

4 **Primary Care**
Ensure timely and equitable access to primary care services.

6 **Trust and Accountability**
Foster a culture of trust, transparency, and accountability.

Example Achievements



- Dementia Care
 - Expanded capacity of memory clinics
 - Mobile cognitive assessments for dementia diagnosis
 - Let's Go Home
- Digital Enablers
 - SCOPE
 - Remote Care Monitoring
- Primary Care
 - Expanded access and attachment across the OHT catchment

Upcoming

- Health Human Resources Working Group
 - Data Strategy
 - Training, Education, and Resource Optimization
 - Family Physicians and Independent Nurse Practitioners
 - Pay Parity
 - Social Supports to Maximize Workforce Participation (e.g. child care)
 - Internationally-trained clinicians



Upcoming

- Stroke Working Group
 - Multi-disciplinary Stroke Clinic
 - Caregiver Supports
- Mental Health and Addictions
 - Setting Priorities
- Niagara Practitioners' Healthcare Alliance (NPHA)
 - Access to Specialists





Needed Supports

Data Analysis

Project / Change Management



Join Our Journey

Get Involved

Participate in community health initiatives and provide valuable feedback.

Stay Informed

Visit our [website](#), and subscribe to our newsletter for updates on NOHT-ÉSON's progress and achievements.

Spread the Word

Share our vision for connected, exceptional care with your network.

Partner with Us

Explore collaboration opportunities to enhance Niagara's healthcare landscape.

Sexual Health Program

Public Health and Social Services
December 3, 2024

Sara Argiropoulos, Manager, Sexual Health

Kelly Petch, Nurse Supervisor

Sexual Health Program

Clinical Services Division

Sara Argiropoulos, Manager
Kelly Petch, Supervisor

Sexual Health Service Delivery Model

- Sexually transmitted infection (STI):
 - Testing
 - Case and Contact Management
 - Treatment
 - Health Teaching
- Consultations with health care providers
- Outreach for priority populations

Sexual Health Service Delivery Model (continued)

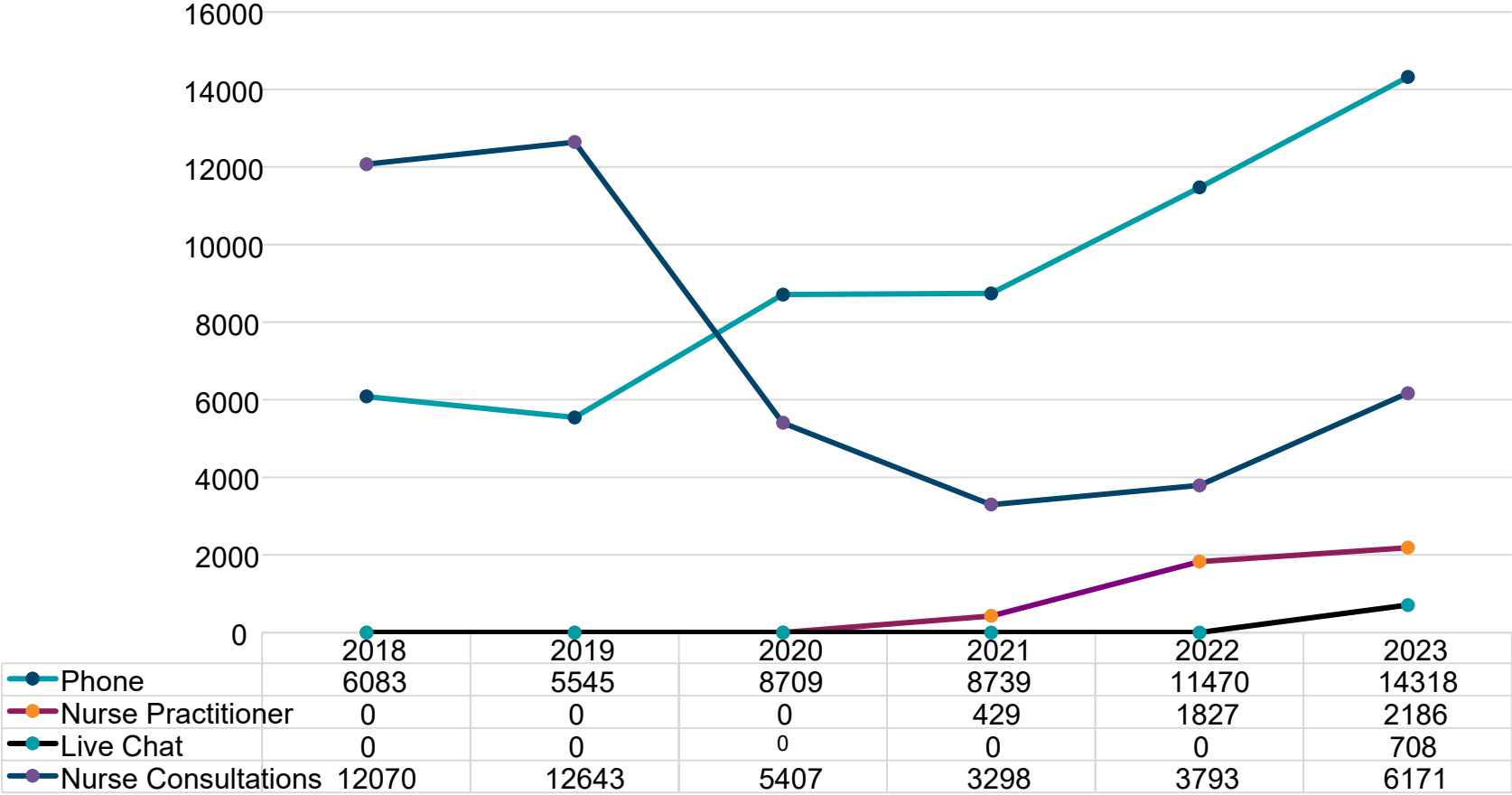
- Contraception:
 - Counselling
 - Prescribing
 - Providing pregnancy options
 - “At-cost” contraception to individuals 34 years of age and younger
- Targeted distribution of information

Populations we serve

- Prioritize service for people who are at increased risk of STIs and more likely to have poorer outcomes
 - 15-29 years of age
 - Precariously housed
 - Involved in the sex trade
 - Using substances
 - Those without a health card
 - Those with barriers to accessing health care

Outlook Trends

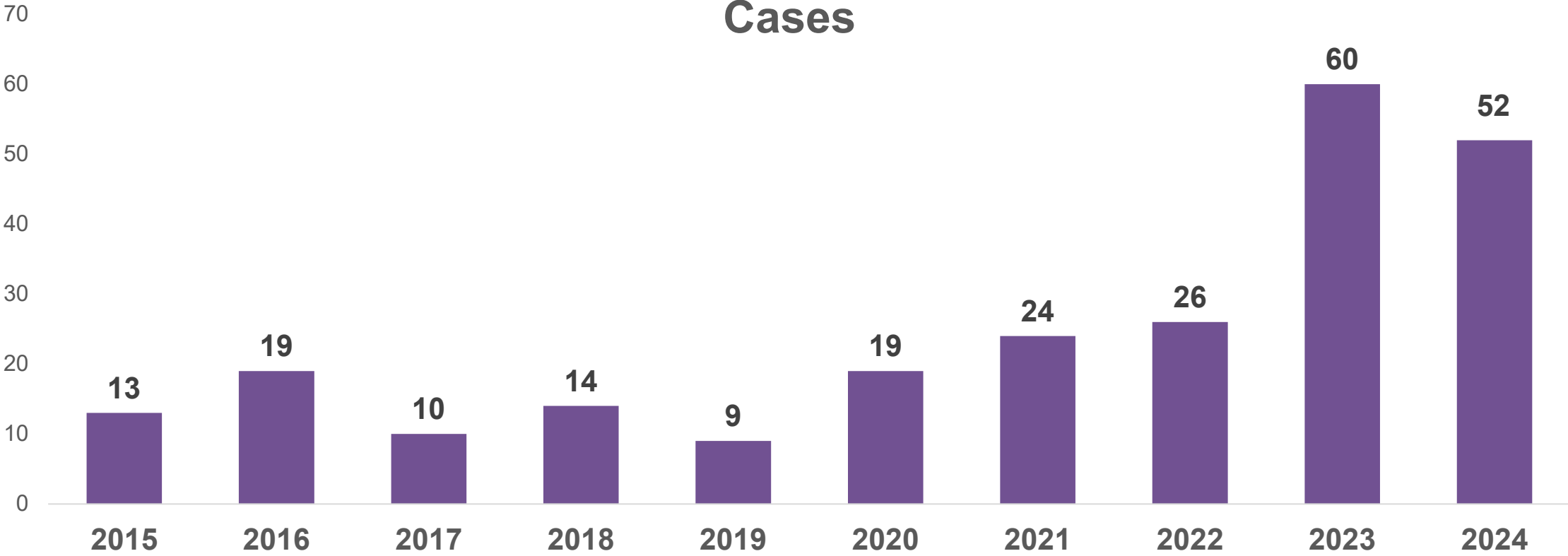
Client Appointments by Appointment Type



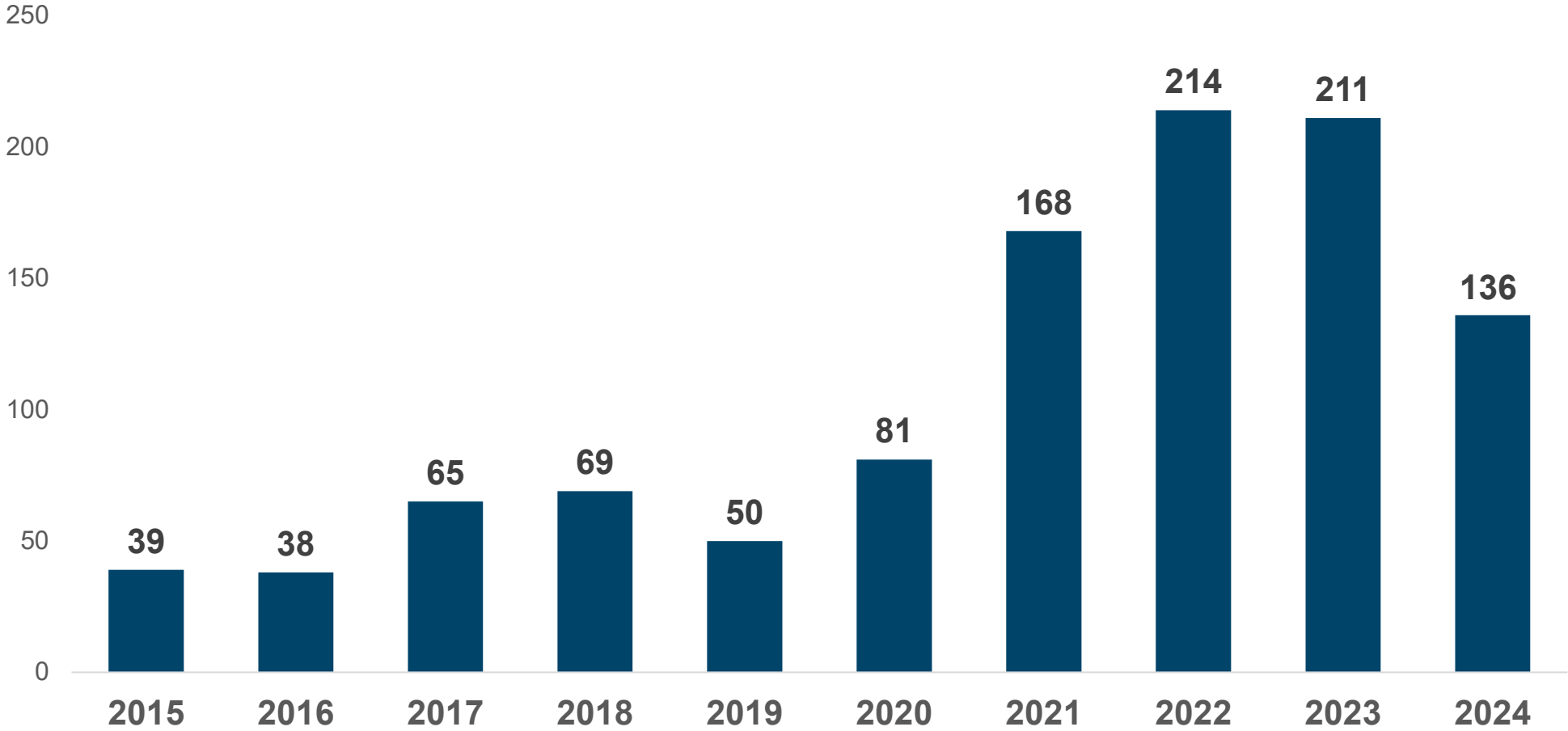
Sexual Health Program Outlook

- Shortage of primary care providers and specialists
- Access for equity-deserving populations
- Rising rates of Syphilis and Human Immunodeficiency Virus (HIV)

HIV Cases (2015-2024)



Syphilis Cases (2015-2024)



What is Sexual Health doing?

- Working to educate primary care on STI testing
- Strengthening Outreach for priority populations
- Collaborating with the school nurses to reach vulnerable youth
- Adapting services by offering syphilis clinics
- Collaborating with McMaster ID Services
- Advocating for HIV services within Niagara

Questions?

Overview of Seniors Community Programs

Public Health and Social Services Committee
December 3, 2024

Tracy Munro, Community Worker

Niagara Region Seniors Community Programs

Overview of Programs and Services

Seniors Community Programs

OUTREACH SERVICES



Promoting safety and independence at home

Seniors Community Programs

HEALTHY, SAFE AND STRONG



Group exercise program for older adults

Seniors Community Programs

SOUTH NIAGARA HEALTH AND WELLNESS CENTRE



Supporting older adults' independence

Seniors Community Programs


ADULT DAY PROGRAM



Helping older adults stay active and socially connected with planned programming

Seniors Community Programs

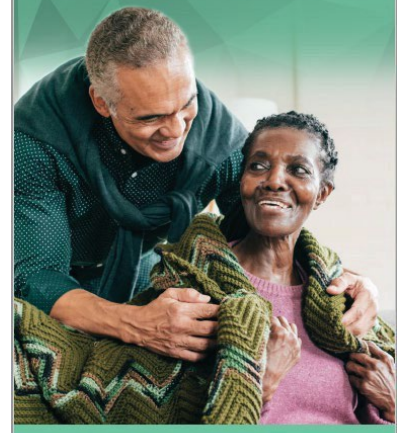
RESPIRE COMPANION PROGRAM



Supporting people with progressive dementia and their care partners

Seniors Community Programs

NIAGARA GATEKEEPERS



Referral service to connect at-risk older adults with programs and services

Outreach Services



Outreach Community Workers provide:

- short term service navigation
- connection to resources
- education and advocacy

Our intent is to reduce risks and promote the independence and safety of older adults in our community.

How are these services provided?



Services are offered through:

- in-person support
- via telephone
- Virtually
- Or directly with the older adult and/or their care partners.

Healthy, Safe and Strong Exercise



The Healthy Safe and Strong Exercise Program is aimed at improving balance, strength and endurance for older adults and those at increased risk of falls.

Seniors Exercise



- In-person, community-based locations across Niagara
- Virtual classes are available
- No cost for participation
- Commitment: one day per week
- Registration by phone or online

South Niagara Health and Wellness Centre Ambulatory Rehab Program



Gilmore Community Hub January 2025

60 King Street, Fort Erie

Partnership of community and healthcare providers:

- Hotel Dieu Shaver Health Rehabilitation Centre
- Niagara College
- March of Dimes Canada
- Ontario Health atHome

South Niagara Health and Wellness Centre Ambulatory Rehab Program continued



- Outpatient ambulatory rehabilitation
- 12 week wellness program
- Health promotion/education/exercise session
- Community resource connection
- 6 to 8 weeks of physiotherapy

Wellness Webinars

Webinars are facilitated by a variety of agencies. In 2024 there was 29 different topics covered, some examples:

- Cancer Care and Prevention
- F.A.S.T. Facts about Stroke Prevention
- Fraud Prevention
- Eye on Glaucoma
- Celebrate Oral Health Month
- Get Pumped About Public Health

Adult Day Program

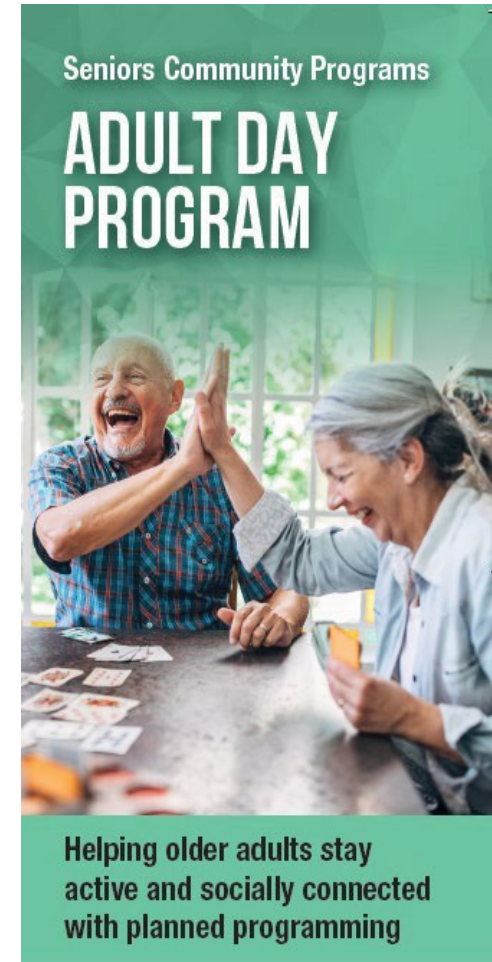


The Adult Day Program is designed to help older adults stay physically active, cognitively stimulated and socially connected.

Caregivers can benefit from valuable respite and peace of mind. Fees apply.

Seven locations across Niagara:

- West Niagara
- St. Catharines
- Niagara-on-the-Lake
- Niagara Falls
- Welland
- Port Colborne
- Fort Erie



Respite Companion Program

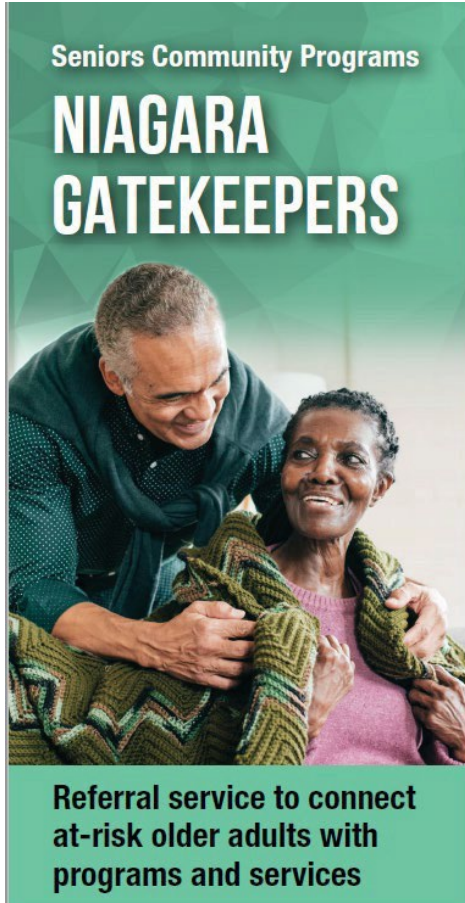


This program provides an in-home respite companion for persons living with Alzheimer's Disease or other progressive dementias.

Respite companions are trained to provide activities tailored to the clients' interests.

Fees apply.

Niagara Gatekeepers



The Niagara Gatekeepers program:

- anyone can call to connect a Senior to a local organization that can offer services.
- The Senior's risks are reduced while promoting their wellbeing and independence.

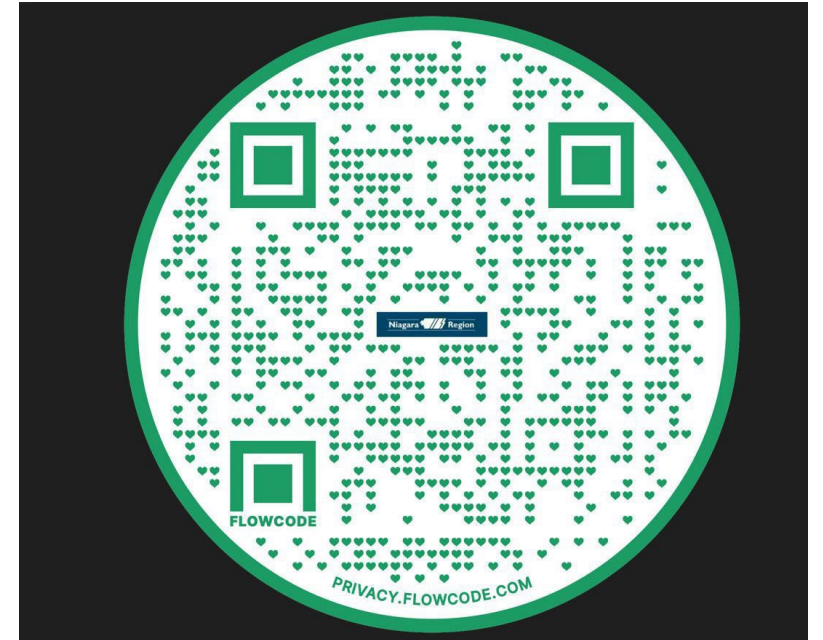
The referral line is free to use, and is answered from 8:30 am to 8:30 pm, 365 days a year.

How do you connect with us?

Call our Intake line
Monday to Friday 8:30 am to 4:30 pm
phone 905-984-2621
toll-free 1-877-212-3922
fax 905-984-6409

[Seniors Services - Niagara Region, Ontario](https://niagararegion.ca/living/seniors/default.aspx)

(<https://niagararegion.ca/living/seniors/default.aspx>)



Scan the QR code to visit our website

Subject: Seniors Services Quality Improvement Report: July-September 2024

Report to: Public Health and Social Services Committee

Report date: Tuesday, December 3, 2024

Recommendations

1. That this report **BE RECEIVED** for information.

Key Facts

- The purpose of this report is to provide Committee and Council with highlights of quality initiatives for Seniors Services.
- Areas of focus in this report are:
 - Cybersecurity Preparedness
 - Accreditation Canada: Workforce Survey

Financial Considerations

The Ministry of Long-Term Care (MLTC) and Ontario Health West are the primary sources of funding for the Seniors Services division. Other funding sources include user fees and levy.

Analysis

Cybersecurity Preparedness Initiative

Seniors Services is actively implementing an initiative to bolster the division's preparedness against cybersecurity threats, prioritizing the protection of residents' and clients' sensitive information while maintaining safe, uninterrupted operations. Recognizing the critical importance of cybersecurity in today's digital landscape, this initiative not only aims to prevent data breaches but also to uphold the trust of residents, families, and staff by safeguarding personal information and ensuring seamless care.

In collaboration with the Information Technology Division, Seniors Services is conducting a thorough review and risk assessment of all software and application vendors. This includes evaluating each system's security protocols, identifying vulnerabilities, and ensuring compliance with data protection regulations. By carefully

scrutinizing these digital systems, Seniors Services aims to prevent unauthorized access, reduce exposure to cyber risks, and establish a resilient digital infrastructure.

The importance of this initiative lies in its proactive approach to protecting the organization from potential cyberattacks, which could disrupt care delivery and expose sensitive personal information. Cyber resilience in long-term care not only safeguards resident privacy but also contributes to the stability and reliability of critical care services. Investing in cybersecurity is a testament to the organization's commitment to protecting its most vulnerable members and ensuring the continuity of high-quality care.

Workforce Survey

Accreditation Canada's program includes a requirement to complete a regular schedule of employee work life surveys and associated action plans. Seniors Services recently conducted the Workforce Survey across all long-term care homes, recognizing it as an essential tool for understanding the needs and challenges faced by their staff. By gathering direct insights from front-line workers, the survey provides a clear view of critical factors affecting job satisfaction, workload, training, and work-life balance. This valuable data allows Seniors Services to make targeted, evidence-based improvements that enhance working conditions, reduce burnout, and build a more resilient and engaged workforce. There was a 75% response rate to the survey.

Earlier in 2024 Niagara Region issued the corporate employee engagement survey. To optimize the value of both surveys, Seniors Services compiled the feedback from both sources and then pulled together a group of front-line employees and leaders to take a focused look at the results of both the corporate employee engagement survey as well as the Accreditation Canada workforce survey. Based on this in-depth analysis the group then drafted an action plan. This detailed plan outlines specific initiatives aimed at addressing areas of concern, supporting staff well-being, and ensuring staff feel valued and empowered. The action plan has been shared and implemented at all sites. Seniors Services is monitoring action plan progress and regularly communicating plan updates to all employees.

The impact of the Workforce Survey extends well beyond data collection, fostering a culture of respect, trust, and mutual support. When the voices of healthcare workers are heard and valued, they are better equipped to deliver high-quality, compassionate care to residents. Ultimately, the Workforce Survey plays a crucial role in strengthening the long-term care workforce, enhancing resident outcomes, and ensuring the continuity of exceptional, sustainable care in this essential sector.

Alternatives Reviewed

Quarterly quality improvement reports provide committee and council with important information, supporting accountability, transparency and a culture of best practice and continuous quality improvement. As the governing body for the Region's LTC Homes, it is important that Council receives these reports to ensure high quality of care, understand the successes, challenges and opportunities experienced in these facilities and meet legislative accountability requirements of LTC.

Relationship to Council Strategic Priorities

Council Strategic Priority: Effective Region

Objective 1.1 - Implement continuous improvement and modernized processes to ensure value-for-money in regional services and programs.

Objective 1.3 - Deliver fiscally responsible and sustainable core services.

Objective 1.4 - Invest and support a skilled and aligned workforce at Niagara Region.

Other Pertinent Reports

[COM-C 2-2024 Accreditation Update](#)

(https://niagararegion.escribemeetings.com/PHSSC_Mar05_2024/eSCRIBE%20Documents/eSCRIBE%20Attachments/COM-C%202024%20Seniors%20Services%20Accreditation%20Update.pdf)

[COM-C 2-2024 Accreditation Update Appendix 1](#)

(https://niagararegion.escribemeetings.com/PHSSC_Mar05_2024/eSCRIBE%20Documents/eSCRIBE%20Attachments/COM-C%202024%20Accreditation%20Update%20Appendix%201.pdf)

[COM 26–2024 Seniors Services Quality Improvement Report April – June 2024](#)

(https://niagararegion.escribemeetings.com/PHSSC_Sep10_2024/eSCRIBE%20Documents/eSCRIBE%20Attachments/COM%2026-

2024%20Seniors%20Services%20Quality%20Improvement%20Report%20April-June%202024.pdf)

[COM 26-2024 Appendix 1 Seniors Service Quality Improvement Report](#)

(https://niagararegion.escribemeetings.com/PHSSC_Sep10_2024/eSCRIBE%20Documents/eSCRIBE%20Attachments/COM%2026-2024%20Appendix%201%20Seniors%20Services%20Quality%20Improvement%20Report%20%20April-June%202024.pdf)

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Seniors Services, Community Services

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Commissioner
Community Services

Submitted by:

Ron Tripp, P.Eng.
Chief Administrative Officer

This report was prepared in consultation with Jordan Gamble, Seniors Program Financial Specialist, Malik Omer, Program Financial Analyst, Viviana Menendez, Manager Planning Evaluation CQI, and reviewed by Paolo Varias, Acting Director, Seniors Services.

Appendix 1 – Supporting Table and Figures

Figure 1. Publicly Reported Performance Indicators, Regional Municipality of Niagara

Quality Indicator	Niagara 2023 Q2	Niagara 2024 Q2	Ontario 2024 Q2
Antipsychotic Use Without Psychosis Diagnosis	19.9%	14.4%	20.1%
Daily Physical Restraints	1.2%	1.7%	2.1%
Worsened Stage 2 to 4 Pressure Ulcers	4.5%	4.3%	3.4%
Has Fallen	17.7%	19.8%	15.4%
Worsened Mood from Symptoms of Depression	25.2%	20.4%	20.7%
Worsened Pain	10.0%	8.4%	9.6%

Data Source: Canadian Institute for Health Information (CIHI)

Note: For all data points presented above a lower score is better.