

Seniors Services

Current State in Long-Term Care and
Addressing the Pandemic

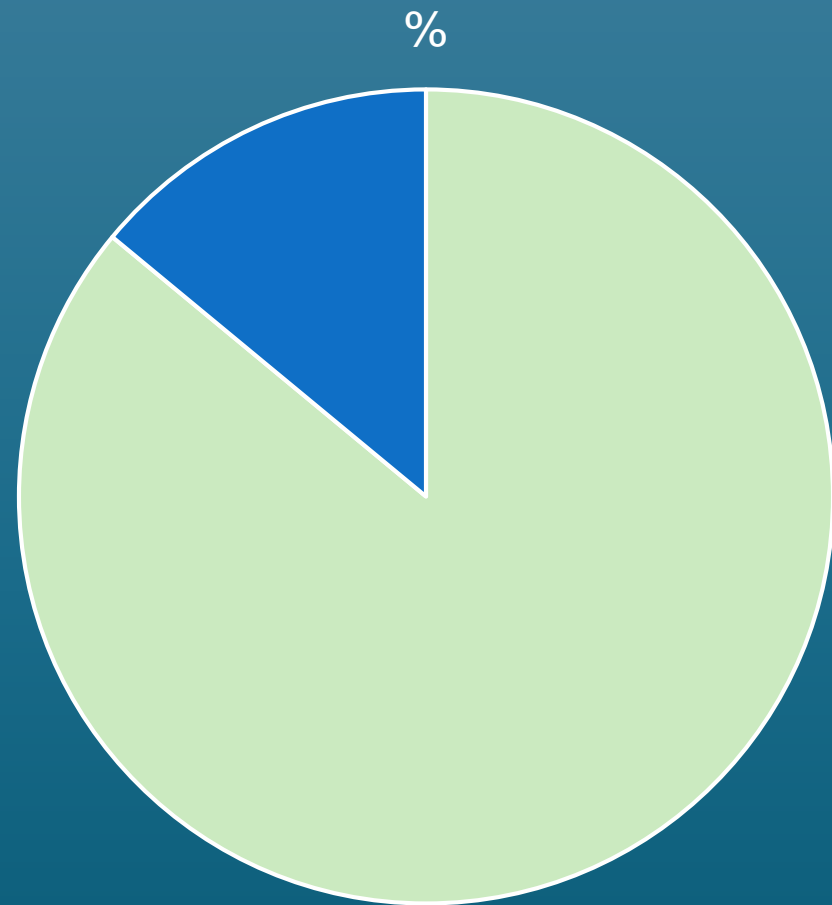
Changing Profile of Long-term Care Residents



Residents are frail at the time of admission

- 86% have cognitive impairment
- 84% are incontinent
- 31% require extensive or total assistance with meal service
- 67% require extensive or total assistance with transfers
- 58% are over the age of 85
- 12% are over the age of 95

Resident Care Needs with Activities of Daily Living (ADL's) (bathing, grooming, dressing)



- require extensive or total help with ADL's
- require some help with ADL's

Increasing Medical Complexity of Residents

40% of residents need monitoring for an acute medical condition

Examples of medical complexity include:

- Chronic kidney disease
- Chronic parenteral support for nutrition and medication
- Chronic respiratory support
- Chronic wound management
- Co-morbidities (e.g. dementia, diabetes, heart disease, osteoporosis)

Optimizing Care

Analytics



- Leveraging data, clinical applications and business intelligence to support enhanced clinical care

Relational Care



- Leveraging resident and family input to ensure that care is individualized and aligned with residents' personal preferences

Preparing for a Pandemic

Three Key Success Factors: IPAC

I. Enhanced Infection Prevention and Control Practices

Public Health / Seniors Services Outbreak Improvement Project 2014

Focus:

- (1) enhanced identification of outbreaks
- (2) decreased length of outbreaks

Outcomes

- Significant improvement in surveillance and subsequent early identification of outbreaks and
- Enhanced ability to effectively implement IPAC measures to minimize spread of an outbreak
- The homes have sustained these improvements over the past 5 years

Preparing for a Pandemic

Three Key Success Factors: Supplies

II. Pandemic Supplies

- Seniors Services maintains a pandemic inventory of PPE (surgical masks, N95 masks, goggles, shields, gowns, wipes, disinfectant)
- System in place to avoid issues related to expired products

Outcomes

- LTC homes had enough PPE at the onset of the pandemic when supply chains were challenged and access was limited
- Access to supplies decreased anxiety among staff adjusting to working in a pandemic environment
- Have secured further pandemic supplies in preparation for a second wave this fall

Preparing for a Pandemic

Three Key Success Factors: Existing Practices

III. Building on Existing Practices: Analytics and Relational Care

- Leverage technology to monitor resident symptoms, to enhance the efficiency of twice daily febrile screening assessments, to optimize communication across the care team and to facilitate training and capacity building
- Recognizing the value of interpersonal connection and relationships and ensuring ongoing communication within the constraints of the pandemic (face time visits, phone calls, outdoor visits, indoor visits)

Outcomes

- Effective heightened surveillance – no transmission of the virus in the homes, no deaths related to covid-19 in the homes
- Communication plan developed for each resident in collaboration with residents and families

A New Normal:

A look at our long-term care homes during the COVID-19 pandemic.

A New Normal in LTC

Questions