
Subject: Seniors Services Quality Improvement Report: January – March 2022

Report to: Public Health and Social Services Committee

Report date: Tuesday, June 14, 2022

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:
 - Infection Prevention and Control Innovations: Leveraging Technology
 - Institute of Safe Medication Practices Canada Quality Initiative
 - Accreditation Canada: New accreditation standards issued including the addition of governance standards

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. Additional funding from the province has supported increased costs due to the implementation of pandemic related orders, directives and guidance.

Analysis

Infection Prevention and Control Innovations

Infection Prevention and Control (IPAC) is a key priority in long-term care (LTC). Under the IPAC umbrella, one of the goals of LTC homes is antimicrobial stewardship (AMS). Antimicrobial stewardship is the careful and responsible management of medications used to treat or prevent infection. With a commitment to AMS, Niagara Region LTC homes are taking steps to promote and support best practice antibiotic prescribing and use.

With the introduction of the IPAC module in the Region's client record system, the long-term care homes are leveraging technology that supports staff to identify, manage and

report infections. A new IPAC module was integrated into the electronic health record (Point Click Care) across all eight Niagara Region long-term care homes. This new module integrates all IPAC practices into the resident's health record, eliminating the need for tracking information in separate databases and working between sites to monitor resident status. Like the skin and wound application introduced a number of years ago, the IPAC module builds on the implementation of business intelligence technology to enhance clinical practices and outcomes for residents.

Within the new module, the team has developed individualized assessments specific to various infections. These enhanced assessments help ensure consistent assessment and documentation on a resident's condition relative to their infective status and how the resident is responding to antibiotics and/or other treatments prescribed. All information is easily monitored through an AMS dashboard. To supplement the effectiveness of the IPAC module, registered staff have completed refresher and advanced education on AMS, to further support their success in helping to avoid the over-prescription of antibiotics.

Institute of Safe Medication Practices Canada (ISMP) Quality Initiative

The Institute for Safe Medication Practices Canada (ISMP) is partnering with 10 Champion long-term care homes in Ontario to improve medication safety and help address recommendations from the Justice Gillese public inquiry report¹. The initiative is fully funded by the MLTC and is designed to improve medication safety by providing support (tools, education and coaching) to homes.

Upper Canada Lodge, in Niagara-on-the-Lake, was selected as one of the 10 Champion homes to work with the ISMP to enhance medication safety. As a Champion home, Upper Canada Lodge will work collaboratively with ISMP to test and finalize evidence-based strategies in medication management.

¹ 'The Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System' followed Elizabeth Wettlaufer's conviction of murder and attempted murder, while working as a registered nurse in long-term care. The final report was issued in 2019. The Region's eight LTC homes have implemented the recommendations arising out of the Gillese Inquiry.

The ISMP program is built on a foundation of resident and family engagement, and includes four key components:

- quality improvement
- incident analysis
- tools and support
- measuring and evaluating

As the first step in this project, Upper Canada Lodge completed a baseline assessment to identify any areas of improvement in the overall medication management system. The home was pleased to note that the initial assessment resulted in very favourable scores on the indicators set by ISMP.

Based on the assessment results, the home is moving forward with two quality improvement projects, to further strengthen safe medication practices. Insights and learnings are being shared across the eight homes to support overall capacity building.

Accreditation: New Accreditation Standards Issued

Seniors Services completed their Accreditation Survey in December 2021, resulting in a finding of Exemplary Standing. As part of the membership/standing participation in an annual process of review is required. In February 2022, Accreditation Canada released a new set of standards that build on the prior standards and further captured emerging best practice.

Areas of focus under the new standards are captured in six chapters:

1. Governance and Leadership
2. Delivery of Care Models
3. Emergency and Disaster Management
4. Infection Prevention and Control
5. Medication Management
6. Residents' Care Experience

The governance chapter is a new, mandatory component for Accreditation Canada. This chapter assesses governance and covers themes including strategy and operational plans, roles and responsibilities of governance (which, in the case of Regional Homes, includes Council and senior staff), decision support systems, integrated quality management and risk management. As with the other chapters, the

principles of people-centered care are integrated throughout the themes in the governance chapter.

A requirement of accreditation is the self-assessment under each of the six chapters. Seniors Services will complete the self-assessment requirement in the LTC homes in the fall of 2022 and will initiate the governance self-assessment process in early 2023.

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 Niagara 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 to meet legislative accountability requirements of LTC.

Relationship to Council Strategic Priorities

Healthy and Vibrant Community – supporting the delivery of quality care to Niagara's senior population.

Other Pertinent Reports

- COM 09-2022 Seniors Services Quality Improvement Report, October- December 2021
- COM 07-2019 Seniors Services Quality Improvement Report, September - December 2018

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Appendices

Appendix 1 Seniors Services Report Card 2022

Appendix 1 Seniors Services Report Card Q1 2022

Seniors Long Term Care Home Metrics

Measures	Definition	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Resident Satisfaction Survey	This metric provides a measure of resident perception of services and overall rating of a great place to live. The survey is issued annually. In 2020 the average for the eight Niagara Region LTC homes was 94%. The 2020 MBN average for upper-tier municipalities was 94%. The 2021 report has not yet been issued.				90%
Pressure Ulcers	This is a measure of the number of residents with worsened stage 2-4 pressure ulcers. (provincial average: 2.6%, provincial target is 1%).	2.3	2.4	2.3	2.4
Outbreaks	The resident home area may be declared in outbreak by Public Health if two or more residents residing in the same resident home area have two or more consistent infectious symptoms (in 2021 the total number of outbreaks was 26).	1	2	14 ¹	6
% of Residents who have fallen in the last 30 days	This is a measure of the percent of residents who sustained a fall in the last 30 days. (provincial avg: 16.40% / provincial target: 9%)	14.0	14.2	15.3	15.9
% of Residents with New Fractures	This is a measure of the percent of residents who sustained a fracture during this quarter. (provincial avg: 1.4%)	1.4	0.6	0.3	1.3

¹ The fourteen outbreaks were primarily COVID-19 related outbreaks. Outbreak Definition: two or more PCR or rapid molecular confirmed COVID-19 cases in residents and / or staff (or other visitors in a home); two or more positive rapid antigen test results in residents and / or staff in a home.

Seniors Community Programs

Measures	Definition	2021 Q2	2021 Q3	2021 Q4	2022 Q1
Number of unique individuals served in 2021	Each individual is counted once in a calendar year regardless of the number of services one individual may be accessing.	1387	1426	2146	1425
% satisfied with overall services	Average across all Seniors Community Programs.				88%
# of complex case consultations	Multi-agency collaboration is required to support the diverse needs of the individual in developing a community plan of support/care.	10	8	24	6