
Subject: Seniors Services Quality Improvement Report January to March 2023

Report to: Public Health and Social Services Committee

Report date: Tuesday, August 8, 2023

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:
 - Project AMPLIFI
 - Welbi Platform to Support Recreation Programs
 - Healthcare Navigator Training Program for Internationally Educated Healthcare Professionals (IEHPs)
 - Amendments to Ontario Regulation 246/22 under the Fixing-Long-Term Care Act, 2021

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

Seniors Services is committed to leveraging technology to enhance care transitions, communication, to support efficiencies and to optimize each resident's experience within the long-term care homes. Two projects were introduced in Q1, 2023, Project Amplifi and Welbi.

Project AMPLIFI

Project AMPLIFI is an initiative that creates a digital link between hospital and Long-Term Care (LTC) homes to ensure clear, accurate information when transferring

patients / residents. For hospital patients going to a LTC home, this means their hospital team will be able to send medical information to their LTC team directly from the hospital to the LTC home – and conversely for LTC homes when residents transfer to hospital. As a result, healthcare providers now have access to up-to-date and accurate resident health records and residents will experience a reduced need to re-share their story and clinical history. This initiative is an outcome of the recommendations from the Long-Term Care Covid-19 Commission Report that highlighted the need for a continuum of care and a means to support accurate and timely bi-directional information exchange.

In the first quarter of this year, Niagara Region's Deer Park Villa partnered with St. Joseph's Healthcare Hamilton to implement AMPLIFI to support real-time communication with Hamilton Health Sciences. Niagara Health is also preparing to move forward with AMPLIFI. Seniors Services is looking forward to partnering with Niagara Health when they are ready to move to implementation. This initiative is strengthening data availability for healthcare providers and enabling higher quality of care for residents.

Welbi Platform to Support Recreation Programs

Welbi is a new platform that integrates with the existing electronic health record that was implemented across all 8 LTC homes earlier this year. It supports the staff who plan and implement resident activities to better understand the residents living in the home and to make data informed decisions when planning and implementing activities and programs. For example, the Welbi platform provides alerts and recommendations to staff indicating which residents should be invited to scheduled programs based on their identified interests and identifies gaps in programming offerings that need to be addressed. Moreover, the introduction of Welbi supports Seniors Services to standardize how programs are being run and supports the ability to share accurate updates to the families regarding program participation and resident engagement. Seniors Services staff will be leveraging the capacity of Welbi to enhance resident and family engagement through a continued commitment to person-centered care.

Healthcare Navigator Training Program for Internationally Educated Healthcare Professionals (IEHPs)

As part of the ongoing commitment to diversity, equity and inclusion, Seniors Services recently worked on an initiative, in collaboration with the Niagara Folk Arts Multicultural Center, to support the placement of Healthcare Navigators in long-term care homes.

The Healthcare Navigator Training Program for IEHPs is a program that aims to cultivate a pool of trained newcomer professionals to assist and advocate for newcomers to Canada who require access to healthcare in Ontario. Many newcomers to Canada hold educational credentials in the healthcare field that are often overlooked by potential employers. Seniors Services provided group training as well as on-site integration in long-term care homes to help IEHP's understand LTC and Seniors Community Programs' service delivery and operations. This initiative builds on the successful implementation of the Supervised Practice Experience Partnership (SPEP) Program that successfully supported 32 internationally educated nurses.

Amendments to Ontario Regulation 246/22 under the Fixing-Long-Term Care Act, 2021

On February 3, 2023, the Ministry of Long-Term Care issued a memorandum providing an update on proposed amendments to Ontario Regulation 246/22 (the regulation) under the Fixing Long-Term Care Act, 2021. The ministry's amendments to the regulation went into effect April 11, 2023.

Some key changes proposed include:

- Amending staffing qualifications for some staff roles specified within the regulation to ensure requirements are proportionate with the responsibilities and accountabilities of the role and to eliminate barriers that restricts graduates from some education programs, qualified students, or other professionals from entering the sector.
- Extending the transitional staffing qualifications provision (created during the pandemic) by 6 months to enable the Ministry to explore innovative and flexible staffing solutions and alleviate chronic staffing supply challenges exacerbated by the COVID-19 pandemic.
- Modernizing medication management and drug administration requirements to facilitate regulated health professionals to practice to the full scope of their practice.
- Bolstering the resident experience and safety by strengthening air conditioning requirements, and clarifying falls prevention and management, and skin and wound care procedures.

Seniors Services initiated the necessary work to ensure compliance by the April 11, 2023, implementation date.

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

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

Other Pertinent Reports

COM-15-2023 Seniors Services Quality Improvement Report, October – December 2022

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Appendices

Appendix 1 Seniors Services Report Card 2023

Appendix 1 Seniors Services Report Card Q1 2023

Seniors Long Term Care Home Metrics

Measures	Definition	2022 Q2	2022 Q3	2022 Q4	2023 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 2021 the average for the eight Niagara Region LTC homes was 92%. The 2021 MBN median for upper-tier municipalities was 91%. The 2022 report has not yet been issued.	92%	92%	90%	90%
Pressure Ulcers	This is a measure of the number of residents with worsened stage 2-4 pressure ulcers. (Provincial average: 2.4%, provincial target is 1%.)	1.9	2.05	2.15	2.11
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 2022 the total number of outbreaks was 37).	5	10	14	14
% 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 average: 16.4% / provincial target: 9%)	16.11	16.25	15.05	15.41
% of Residents with New Fractures	This is a measure of the percent of residents who sustained a fracture during this quarter. (Provincial average: 1.0%)	0.61	0.69	1.23	0.59

Seniors Community Programs

Measures	Definition	2022 Q2	2022 Q3	2022 Q4	2023 Q1 (Apr- June)
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.	1549	1549	1558	1509
% satisfied with overall services ¹	Average across all Seniors Community Programs.	90%	100% ¹	97%	95%
# of complex case consultations ²	Multi-agency collaboration is required to support the diverse needs of the individual in developing a community plan of support/care.	1	1 ²	3	3

¹ The satisfaction survey results for Q4 are from South Niagara Health & Wellness Centre, Virtual Wellness, Outreach for a total of 214 responses. Results for Q1 are from Respite, South Niagara Health & Wellness Centre, Virtual Wellness, Outreach for a total of 171 responses. Surveys completed upon discharge for short-term /goal specific service. Long-term service surveys are done annually and/or upon discharge.

² The Outreach Manager counts a complex case as one in which she herself has to become involved in consultations with other agencies about a shared client. The Community Workers connect with other agencies about clients on a daily basis.