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**Subject:** Seniors Services Quality Improvement Report: October – December 2023

**Report To:** Public Health and Social Services Committee

**Report date:** Tuesday, May 7, 2024

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## 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:
  - Review and Update of the division's Pandemic Plan
  - Resident and Family Satisfaction Survey
  - Seniors Services Strategic Plan 2024-2027

## 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

### Review and Update of Pandemic Plan

Seniors Services completed a fulsome review of the Long-Term Care Homes' Pandemic Plan. An interdisciplinary group of staff, including representation from Seniors Services and Public Health, participated in the exercise on October 11, 2023. The updated plan incorporates the latest scientific knowledge, and best practice recommendations from Public Health and the Ministry of Long-Term Care. Updating and reviewing the pandemic plan annually enables Seniors Services to identify and address any shortcomings or gaps in preparedness efforts. Through a thorough assessment of the existing plan, Seniors Services identified areas for improvement in infection control protocols, staff training and capacity building, and resource allocation. Each of these opportunities for improvement have been actioned. By addressing these issues

proactively, Niagara Region Long-Term Care Homes enhance the readiness to respond to pandemics and optimize risk mitigation for residents and staff.

### **Resident and Family Satisfaction Survey**

The annual Resident and Family Satisfaction Survey was conducted in Niagara Region Long-Term Care Homes on October 17 through November 17, 2023. The survey results provide valuable insights into the experiences and perceptions of residents and their families. The survey offers a direct means of gathering feedback on various aspects of care and service delivery, enabling Seniors Services to identify strengths, address areas for improvement, and enhance the overall quality of care provided.

In 2023, Seniors Services attained an overall resident satisfaction rating of 90% and a family satisfaction rating of 93%. Satisfaction levels were very high in areas including nursing services, resident and family support services, and feeling safe in the long-term care homes.

Residents and families expressed lower satisfaction ratings with quality of food and snacks, and with services provided by the physician. Steps are being taken to address areas with lower response rates. Nutrition services continues efforts to optimize the food quality available to residents within the \$12.07 / resident / day food budget afforded by the province to cover the daily cost of three meals and snacks. Each home is working closely with residents to make changes in the menu, where possible, to align with resident preferences. Homes have also taken steps to improve satisfaction with physician services. With the introduction of nurse practitioners across the homes, and the close collaboration between nurse practitioners and physicians in the homes, we anticipate this access to on-site primary care will improve the overall satisfaction rates with physicians moving forward.

### **Seniors Services Strategic Plan 2024-2027**

Niagara Region Seniors Services rolled out the 2024-2027 Strategic Plan on October 27, 2023. This strategic plan was informed by a comprehensive, staff-led engagement process that elicited feedback from residents in long-term care homes, clients in the community, families, caregivers, staff, and community partners using surveys and focus group discussions and is clearly aligned with Niagara Region Council Strategic Priorities.

The Seniors Services strategic plan is focusing on five major priorities: Person Centred Care and Engagement, Thriving Workforce, Safety Focused, Innovative Service

Delivery and Strong Partnerships. The strategic plan serves as a roadmap to navigate the complex landscape of healthcare and community supports to seniors, focusing efforts and resources on initiatives that enhance quality of care, improve resident and client outcomes, and ensure the sustainability of services over time. It also serves as a tool for accountability and performance measurement, enabling ongoing assessment of progress. The work on strategic plan development positions Seniors Services to thrive in an ever-evolving healthcare landscape while delivering exemplary care as a community leader and compassionate team.

### **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**

Effective Region – Implement continuous improvement and modernized processes to ensure value-for-money in regional services and programs.

### **Other Pertinent Reports**

- COM 4-2024 Seniors Quality Improvement Report, July - September 2023

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#### **Recommended by:**

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#### **Submitted by:**

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This report was prepared in consultation with Jordan Gamble Program Financial Analyst, Alex Lamsen and Laura Matthews, Managers of Clinical Practice and reviewed by Henri Koning, Director, Seniors Services.

## **Appendices**

Appendix 1            Seniors Services Report Card 2023